

Transition of Care Management Auto Texts

Transitional care management documentation must contain certain criteria to meet billing requirements. Auto texts can be used to help capture all necessary data to reduce missed revenue.

Insert into the HPI	Insert into the Assessment & Plan
/pcp_tcm_discharge_followup*	/pcp_tcm_provider_plan_summary*

History of Present Illness

Follow up Hospitalization
 [] Follow up within 7 days, High Complexity 99496
 [] Follow up within 14 days, Moderate Complexity 99495

Days since hospital discharge:

CM Hospital Admit Date: 02/04/19 (02/14/19 EST)
 Hospital Discharge Date: 02/10/19 (02/14/19 EST)
 Hospital Discharged From: Northern Light Eastern Maine Medical Center (02/14/19 EST)
 CM Reason for admission: Asthma (02/14/19 EST)
 CM DCFU Contact Date: 02/14/19 (02/14/19 EST)
 CM DCFU Contacted By: Lori Newcomb (02/14/19 EST)
 CM Med Rec Performed: Yes (02/14/19 EST)
 CM Patient contacted and reviewed: No (02/14/19 EST)
 CM FU appointment arranged: Arranged (02/14/19 EST)
 CM Days to PCP FU: 5 (02/14/19 EST)

CM Patient questions concerns
 02/14/19 14:13:00
 none

Assessment and Plan

Tahoma - 9

This Visit Diagnoses

1. Asthma

Transitional Care Management Plan Summary:

- Medication reconciliation complete
- Appropriate referrals placed as needed
- Community Resources (home health/hospice) identified as needed
- Durable Medical Equipment ordered as needed
- Patient/family education provided
- For more detailed information refer to TCM Care Management Form

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Primary Care Quality Measures and Recommendations Guide

The **Primary Care Quality Measures and Recommendations Guide** is accessible in three locations: **eCoach**, **Clinical Links**, and **Quick Links**. The handbook is a robust collection of tips and best practice workflows for clinical support staff and providers for meeting quality measures to provide high quality care that was published in Quick Links in September.

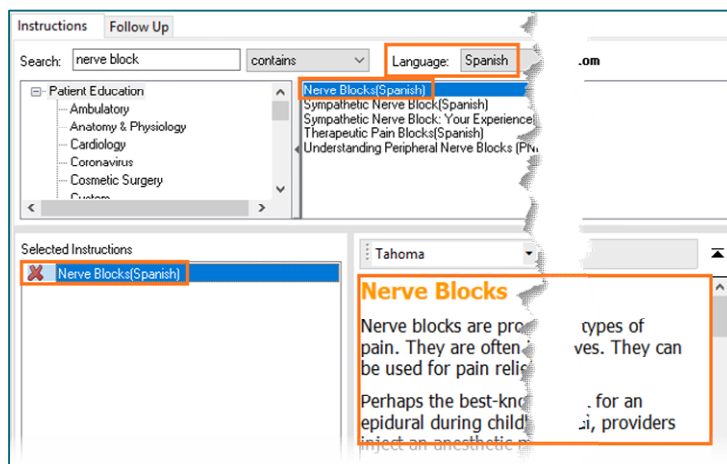
Krames Patient Education

An issue was identified when converting education to Spanish language after the recent Krames Patient Education update. As part of the update, a handful of educational templates do not display Spanish language when specifically indicated.

The templates reported to be affected:

- Colorectal Cancer: Surgery
- Colorectal Cancer: Treatment Choices
- Consistent Vitamin K Diet for Warfarin Use
- Nerve Blocks
- Therapeutic Pain Blocks

Oracle Cerner is aware of the issue and is actively working on a resolution.



Sending Patient Examples to Clinical Informatics

DO NOT forward items to a member of Clinical Informatics through the patient chart as it remains part of the medical record and is not directly related to the patient's care or condition.

When a concern is identified related to documentation, refills, phone messages, results, etc., place a ticket by calling the Help Desk at 207-973-7728 (toll free 1-888-827-7728) or through the Self-Service Portal via the NLH Intranet page.