

Acute Care Managers at NL Maine Coast Hospital will complete a Clinical Review and report findings to the admitting provider, if differences are noted. The admitting provider will enter a new Patient Status Order (PSO) with the correct Level of Care for Medicare and Mainecare patients. For commercial insurance patients, the Care Manager will place an Adjustment Order to reflect the update.

Adjustment Orders

STEP 1: Perform the **Clinical Review** in InterQual.

- Discuss findings with the provider.

STEP 2: Upon provider approval, place the **Adjustment Order**.

- Please follow the [PSO guidelines](#) to comply with insurance requirements.

NOTE: The Adjustment Order date needs to match the PSO date, but the time needs to be one minute before what is seen on the PSO to adjust charges accordingly.

Placing an Order

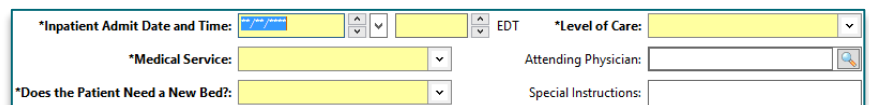
STEP 1: Click **Add** in the Order Profile.

STEP 2: Search for **Adjustment Orders**.

- Right-click orders to **Save as a Favorite** for ease of future placements.

STEP 3: Type the name of the **Admitting Provider** and **Date** of admission.

- The Communication Type will be **Administrative**.



The screenshot shows a form with the following fields:

- *Inpatient Admit Date and Time: [Date/Time Picker] EDT
- *Level of Care: [Dropdown Menu]
- *Medical Service: [Dropdown Menu]
- Attending Physician: [Text Field]
- *Does the Patient Need a New Bed?: [Dropdown Menu]
- Special Instructions: [Text Field]

IMPORTANT: Document the time of the order one minute before the active PSO. This will ensure charges are applied correctly and the status in the banner bar is accurate.

STEP 4: Enter appropriate Level of Care and Medical Service.

STEP 5: Select Yes or No in the Does the Patient Need a New Bed field.

NOTE: If the change in status requires a new bed for the patient, select Yes. If the patient will remain in the same bed, select No. Remember, EDIP patients should always have Yes selected to keep them on the bed transfer list.

STEP 6: Sign the order and refresh.

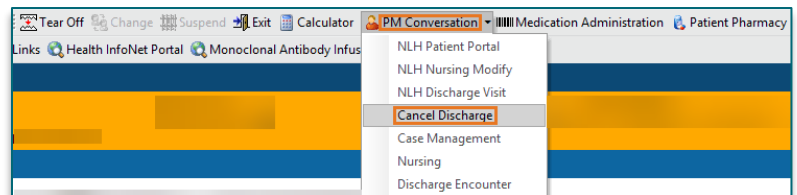
Retrospective Corrections

There are times when corrections must be made after a patient is discharged. Patient Status Orders, Adjustment Orders, and Change Level of Care Orders cannot be placed on a discharged patient. The discharge must be cancelled before these orders can be placed.

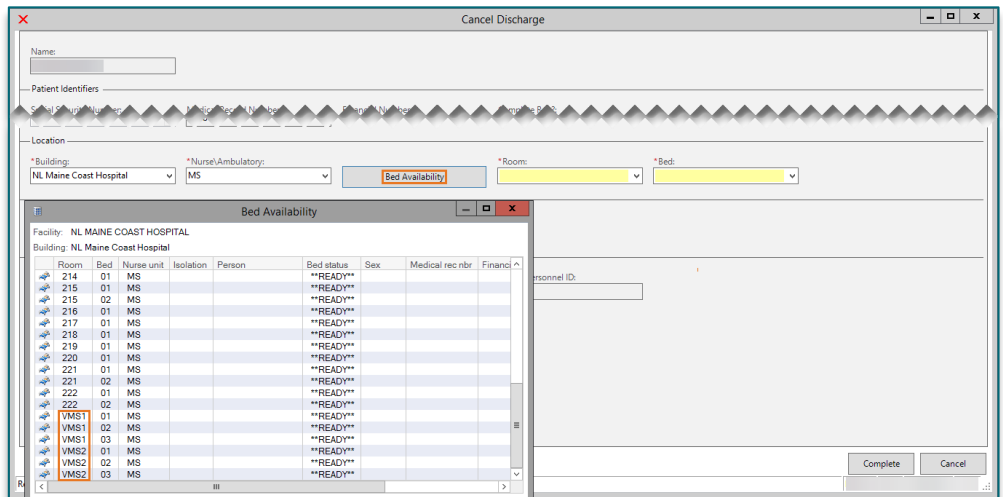
STEP 1: Before cancelling a discharge, record important patient information, including:

- Patient's discharge date and time, found in the banner bar.
- Patient's discharge disposition.
- The time the inaccurate PSO was placed. It is important to know what date and time a patient was approved for the adjustment that will placed.

STEP 2: Select **PM Conversation** from the toolbar and click **Cancel Discharge**.



STEP 3: Place the patient in a virtual bed by selecting **Bed Availability** and choosing a **V** room (either **VMS** or **VICU**). This prevents them from occupying a real patient bed. Select **Complete**.



STEP 4: Place the adjustment order, backtiming to 1 minute prior to the PSO in question.

STEP 5: Proceed with discharging the patient by selecting **Discharge Encounter** this time in **PM Conversation**.

STEP 6: Refer to the data collected in Step 1 and enter the discharge disposition, date, and time. Select **Complete**.

STEP 7: Refresh the chart. The banner bar now displays the correct discharge date and time.