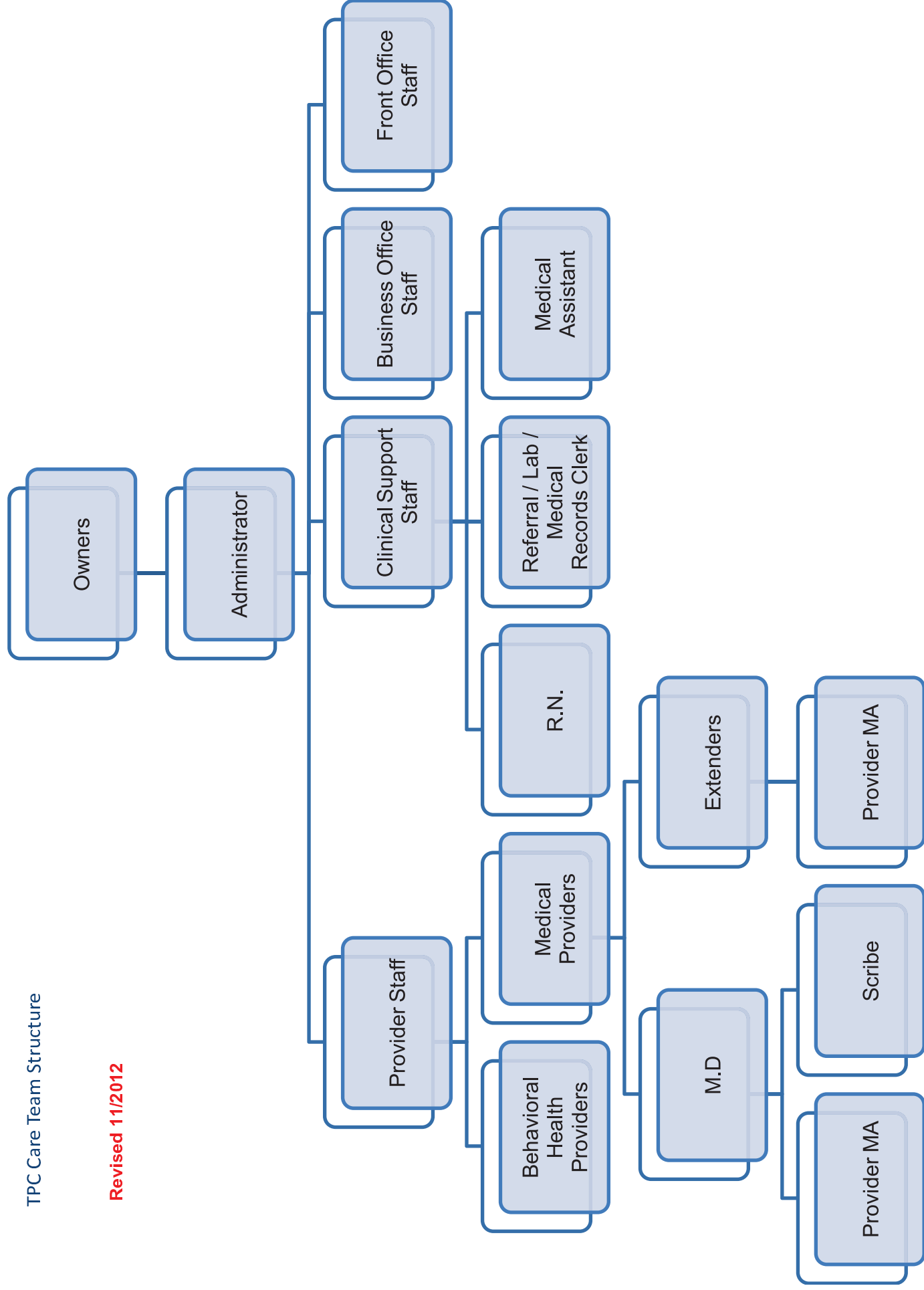


TPC Care Team Structure

Revised 11/2012



Administrator

- Monitor productivity, processes & procedures; adjust as needed
- Ensure compliance with OSHA, HIPAA, CLIA, and other required agencies
- Ensure procedures, policies, process & protocols current & followed
- Hire qualified staff and providers as needed
- Ensure new staff is properly trained & evaluated
- Ensure existing staff training is maintained & evaluated regularly
- Facilitate effective communication within the practice
- Perform annual assessments of the Care Teams, individuals employee evaluations and provide constructive feedback
- Promote cultural awareness, team approach to patient care & involvement by staff for achieving practice goals and standards
- Monitor patient flow, wait times during specific points of the encounter, & overall patient feedback
- Facilitate various weekly department meetings
- Attend weekly meeting with the Owners
- Review financial, clinical and management reports; present to Owners monthly
- Communicate with accountant as needed
- Ensure taxes are paid and reported timely
- Prepare, monitor & manage budgets
- Encourage a staff to maintain a healthy lifestyle, effective communication with co-workers & self respect
- Promote accountability
- Ensure the building and equipment are maintained and in good working order
- Ensure there is adequate provider & staffing coverage

Provider - Medical

- Promoting & explaining the Medical Home
- Facilitating daily “huddle” with Provider MA
- Posting orders timely and correctly
- Maintain the schedule time and sequence
- Adhere to the scheduled visit reason & time assigned (unless there is a clinical need to extend the visit)
- Respond promptly to patient needs, MA needs & other support staff needs to ensure the flow of the patient encounter
- Review incoming medical documents, reports, etc prior to the patient’s appointment
- Complete & sign progress notes in EHR within 24 business hours of the scheduled appointment time.
- Follow proper TPC process, procedures and policies.
- Maintain good time management skills
- Attend weekly Care Team meetings
- Attend monthly office meetings
- Maintain current licenses, CME, and other skills
- Promote wellness and educate both patient and parent on good eating habits and living healthy

Provider – Behavioral Health

- Promote & educate patients & staff about the Medical Home
- Complete & sign progress notes in EHR within 24 business hours of the scheduled appointment time
- Follow up & document messages, attempts to return calls, etc. in the patient's medical record
- Respond promptly to form requests, meeting requests, and patient needs
- Review incoming medical documents, reports, etc prior to the patient's appointment
- Follow proper TPC process, procedures and policies.
- Maintain good time management skills
- Attend weekly Care Team meetings
- Attend monthly office meetings
- Maintain current licenses, CME, and other skills
- Promote wellness and educate both patient and parent on good eating habits and living healthy

CLINICAL SUPPORT - Scribe

- Participate in daily morning “huddle”
- Prepare MD work station daily; ensure electronics are charged & working properly
- Document progress notes accurately and completely in the patient chart.
- Post orders, tasks, etc. following TPC procedures & processes
- Ensure lab orders, tasks, etc. are posted timely & correctly
- Ensure any paperwork from encounter is complete & placed in designated location
- Confirm encounter is complete prior to leaving the exam room; ask if patient has any further questions
- Review daily charts with provider
- Organize & prepare agenda for weekly Care Team Meetings
- Attend & document weekly Care Team Meeting Notes

CLINICAL SUPPORT - Compliance Person

- Attending annual HIPAA, OSHA & CLIA update meetings
- Ensure TPC staff remains up to date on annual HIPAA, OSHA, & CLIA rules & policies
- Monitor office & staff for any potential violations; identify and correct existing violations
- Schedule Flu Clinics Seasonally
- Maintain Vaccine Inventory & Proper Timely Reporting
- Submit vaccine orders following TPC & vender procedures
- Maintain adequate clinical supplies & order following TPC procedures
- Process orders for Nebulizers
- Process referrals for Synagis
- Process prior authorizations for services & medications
- Ensure clinical equipment is maintained and functioning properly

CLINICAL SUPPORT - Medical Assistant

- Maintain up-to-date knowledge of policies, procedures, & expectations
- Perform tasks according to TPC's written policies, procedures & expectations daily
- Participate in daily, weekly, & monthly meetings
- Arrive 30 minutes prior to first scheduled patient
- Complete morning preparation prior to the first scheduled patient daily
- Participate in daily patient planning "Huddle" with Care Team during the day
- Ensure provider's exam rooms are clean, organized, properly supplied and equipment is in working order during the day
- Perform Standing Orders as appropriate
- Confirm/update patient demographic information in EHR
- Obtain patient vitals
- Perform & document Age & Visit specific screenings, procedures, questionnaires
- Ensure the patient status is updated & remains accurate during encounter
- Monitor EHR for visit tasks , labs & orders
- Ensure tasks & orders are completed, documented and the results (if applicable) posted in a timely manner
- Complete Tasks, Lab orders & other order types timely; following proper applicable procedures & processes
- Complete the End of Day Procedures within 30 minutes after the last patient's encounter is completed for your provider
- Perform "MA Only" visits when required
- Assist in Flu Clinics as needed

CLINICAL SUPPORT - Registered Nurse

- Provide clinical advice to caregivers during business hours & schedule a visit as needed
- Process medication refills
- Process WIC Rx
- Process ED reports
- Process Radiology orders
- Monitor the EPIC portal for Radiology test results
- Process Clinical Forms
- Emergency back up for MAs

CLERICAL SUPPORT – Business Office

- Verify patient eligibility
- Perform daily audits of EEF for accuracy
- Auditing EHR chart for proper documentation per services performed
- Submit clean claim for payment to proper payer
- Post payments in PMS
- Maintain current and accurate claims addresses for payers
- Maintain current & accurate policy information for patients as provided
- Coordinating secondary insurances and submitting clean claims for payment
- Research unpaid claims, correct & resubmit
- Investigate & resolve missing payments
- Answer staff & patient questions about Private policies, Ga Medicaid, Peach Care or CMOs
- Updating the pms ,staff & providers on payer changes, CPT changes and ICD changes
- Obtaining prior authorizations for in office procedures, and special services
- Creating and maintaining payment plans for patients
- Managing delinquent personal accounts; sending to collections
- Perform daily reconciliations of individual collections from each Front Office member
- Prepare daily deposit
- Emergency backup for Front Office

CLERICAL SUPPORT - Front Office

- Direct calls to proper staff
- Post Phone Notes in EHR & assign to proper staff
- Monitor overflow voicemail boxes for scheduler
- Distribute overflow messages via phone system or Phone Notes in EHR using TPC procedures
- Ensure calls are handled professionally and efficiently
- Ensure messages are documented accurately and delivered timely
- Ensure phone coverage with Answering Service, Nurse Line & On-Call provider has been properly scheduled and programmed
- Mail “Reminder Post Cards” according to TPC procedure for Check-Ups
- Accurately Schedule, Reschedule & Cancel appointments
- Ensure appointments are properly scheduled
- Reason
- Provider
- Length of time assigned
- Time of day scheduled
- Input data for new patients
- Upload appointment file to House Calls daily
- Review House Calls Response report each morning & contact patients listed under the Canceled to reschedule
- Contact patients who are behind on well child exams or immunizations
- Back up for Operator
- Ensure patients properly log in the Arrival Computer
- Process patients in the order they “Arrived” in the computer system
- Review encounter for notes from Eligibility Clerk or Business Office and respond accordingly
- Confirm patient demographics; update accordingly

CLERICAL SUPPORT – Front Office Continued

- ACA questions - (race, eligibility, language) if not completed
- Note new insurance policy data in the “Notes” section of fime.
- Ensure the encounter reflects the new information
- Collect monies, documents, forms, etc. as appropriate
- Provide / Request forms, documents, etc according to TPC procedures
- Consistently & professionally enforce appointment policies
- Complete the Check In Process Timely & Accurately
- Constantly monitor EHR Visit Task Tab for task requests & process timely
- Prioritize Task Orders according to TPC procedures
- Process assigned tasks efficiently and accurately; ensure task is completed (as appropriate) prior to the patient leaving
- Confirm patient identity prior to distributing documents to an individual
- Before the patient leaves, confirm patient has a Visit Summary
- Before the patient leaves, ask if the patient has any other needs such as a school / work excuse

Weekly TPC Schedule Basics

Monday - Thursday 8am - 5pm Patient Appointments

- ▶ Staff arrive 30 minutes before 1st scheduled patient
- ▶ Staff leave within 30 minutes after last patient is finished
- ▶ "Huddle" with Clinical Team prior to AM session & PM session to identify "notable" patients

Friday's: Staff Meetings/Development/Planning 8am - 9:30am

- ▶ 7am - 8am Administrative Meeting
- ▶ 8am - 8:30am Departmental Inventory of Supplies
 - Restock Department for week
 - Prepare Order Request Form for items needed
- ▶ 8:30am - 9am Departmental Patient Planning for next week
 - Review scheduled appointments for each provider
 - Identify Complex & New Patient Appointments
 - Review staffing, identify shortage/overage, lunch breaks
- ▶ 9am - 9:30am All Staff meet & discuss Patient Planning for next week
 - Review identified Complex & New Patient appointments
 - Ensure Sick Time Availability
 - Resolve staffing issues

Friday - 10am - 5pm Patient Appointments