

There are available slots each day (indicated by the yellow highlighted lines) for same day appointments. They are triaged to fill per the policies below.

Basic Guide when scheduling an appointment	TPC Office Policies	Incorporate Medicaid's availability schedule per Book	
	<p>Fill the daily schedule by utilizing the next "Available" time slot as much as possible. Same day appointments may be placed in ANY available slot on same day.</p>		<p>Sick Well Emerg. Behavior New</p>
I.	<p>When a patient arrives AFTER his or her assigned time, use the appropriate policy below.</p>	<p>Wait Times Scheduled Walk-In</p>	
A	<p>Sick Visits: reschedule to next available slot, try another provider, if schedule is booked for the day, have the patient evaluated by the RN for a clinical decision to use the Office Provider</p>		
B	<p>Check Ups & Other Visit Reasons: offer next available slot only (same day ok)</p>		
II.	<p>Office Provider: use is reserved for RN Only</p>		
III.	<p>Schedule appointments by efficiently managing available time slots.</p>		
IV.	<p>Sibling Appointment Policies:</p>		
A	<p>Maximum of two siblings per adult; must be scheduled with same provider; back to back</p>		
B	<p>Maximum of two siblings in one day *If the parent needs an exception, you must obtain approval from the requested provider PRIOR to scheduling</p>		
V.	<p>Check Ups must be scheduled at least 1 business day in advance</p>		
VI.	<p>*Exception: Hillside Hospital Admissions; we are required to examine within 23 hours of initial admission to Hillside.</p>		
VII.	<p>Last Check Up is at 3:40pm daily.</p>		
VIII.	<p>When scheduling a Check Up for a Medicaid or CMO patient, look at the last check up & DOB, confirm that the patient is due for a Check Up and the age appropriate exam is scheduled.</p>		
IX.	<p>When scheduling a Check Up for a Private Insurance patient, ask caller if they have verified the policy benefits and are sure the exam falls with his or her policy plan.</p>		

Incorporate eligibility verification for Medicaid, Peach Care & Commercial patients.

Visit Reason	Length of Visit in Minutes
Recheck	10
Sick	15
Well Child (Check-UP)	20
Med Check	20
New Born	20
Parent Conference	20
H-Side Admission	20
Special Needs (any type)	30
Evals/ ADHD issues/questions	30

update with new
Visit Reasons
Length of Visits

Block Configuration

Work Schedule for Individual Providers

Standard workday is first appointment at 8am and last at 4:50pm Monday - Thursday.

Friday - first appointment is 10am & last at 4:50pm.

Provider #1 works Monday, Tuesday, Thursday & Friday

Provider #2 works Monday, Tuesday, Wednesday & Friday

Provider #3 works Wednesday, Thursday & Friday

Provider #4 works Monday 8:30am to 5pm **Terminate 12/31/2012**

Remove ~~#4 also works 1/2 days on Tuesdays (8:30am - Noon) & Wednesday (1pm-5pm)~~

WHEN THE DAILY SCHEDULE IS FULL, the RN is authorized to use the Office provider for those patients that need to be seen today based on her clinical judgment.

**Staff may schedule "Office Provider" with RN consult
(must document in "notes" of encounter)**

Monday

2 3 4

Provider #4 starts at 8:30am

8:00am	LO-10- Recheck		
8:05am	*		
8:10am	LO-10- Recheck		
8:15am	*	LO-10- Recheck	
8:20am	LO-10- Recheck	*	
8:25am	*	LO-10-L Recheck	
8:30am	LO-20-J ~Well 6y-22y	*	LO-20-I Newborn_<28 days
8:35am	*		*
8:40am	*		*
8:45am	*		*
8:50am	LO-10-M Recheck		
8:55am	*		
9:00am	LO-20- Med Check_ADHD_S	LO-20- 3y	
9:05am	*	*	
9:10am	*	*	LO-10- Recheck
9:15am	*	*	*

The reason for the appointment and the corresponding minutes reserved are displayed. The * identifies the additional reserved time for the appointment.

The available providers are identified as 1,2, 3, or 4 across the top of the page.

The report prints in 5 minute increments.

The yellow highlighted lines identify free time available for same day appointments. Each line represents 5 minutes.

Tuesday - Friday follow the same format.

Submitted 5 business days identifying available slots for appointments for each provider.

The Pediatric Center of Stone Mountain, LLC

- Phone advice is available from the RN Monday – Friday 10:00am – 4:00pm
- In the event the RN is not available or advice is needed outside of the normal hours, callers are instructed by a prerecorded message to either contact their Member Support for Nursing Advice on the back of the insurance card or contact the CHOA On-Call Nurse Line.

PCMH1:A:2

- When a call comes into the main line, the receptionist accesses the patient's EMR and creates a Phone Note for the RN documenting the caller's question. The time of the initial call is posted in the upper right hand corner.

Lists All Phone Notes by date/message type/assigned user

- The RN is updated in real time by visually monitoring the EHR "Phone Note tab".
- The RN has immediate access to the patient chart and is able to quickly make a decision on the urgency of the message. Calls are returned based on clinical need.

- If consultation with a provider is needed:

- **Emergency** calls should be addressed immediately
- 911 sent to patient's location (if life threatening)
- Locate the first available provider & he or she takes over the call
- **Urgent calls:** Interrupt the clinician for immediate consultation
- **Non-urgent:** Based on clinical need, obtain consultation when provider is available; but wait no longer than 3:00pm that day

- Clinical need is constantly assessed as messages are posted. It is possible for messages to be reassessed should a more urgent call be posted.

- Advice calls posted prior to 4:00pm EST will have at least one attempt the same business day before 6:00pm EST.

- Advice calls posted after 4:00p, EST have the first attempt the next business day.

- Attempts as well as the advice given are documented in the phone note.

- No Answer or Caller Not Available: Leave a recorded message on machine (LRM) or with a live person
- Make a follow up attempt the next business day if there was no contact
 - No further follow up call unless the call was of an urgent nature

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PCMH1:A:4

Clinical Need is based on patient's presenting problem, patient age, existing conditions of patient and duration of presenting problem. RN uses the AAP's Guide to Pediatric Phone Nursing as a reference.

PCMH1:A:2

PCMH1:A:4

Phone Notes are linked directly in the patient's chart. The user selects the patient, creates a Phone Note and sends it to the RN.

Clinical Advice Calls During Business Hours from March 2012 to June 2012

Run report Monthly

user	partnerid	patientna	tasktype	taskuser	taken_when	completed_when	delay	delay_min utes
			Phone Message		2012-04-03 13:57:14.803	2012-04-05 15:26:34.58	2 days 01:29:19.777	2969
			Phone Message		2012-04-03 15:46:24.541	2012-04-04 11:44:11.047	19:57:46.506	1197
			Phone Message		2012-04-03 15:49:28.287	2012-04-04 17:09:27.471	1 day 01:19:59.184	1519
			Phone Message		2012-04-04 15:39:30.687	2012-04-05 16:04:12.396	1 day 00:24:41.709	1464
			Phone Message		2012-04-05 11:01:10.194	2012-04-11 14:32:58.5	6 days 03:31:48.306	8851
			Phone Message		2012-04-05 11:40:18.408	2012-04-05 14:30:26.176	02:50:07.768	170
			Phone Message		2012-04-05 13:16:08.052	2012-04-05 15:25:17.518	02:09:09.466	129
			Phone Message		2012-04-09 09:04:05.471	2012-04-10 12:08:02.755	1 day 03:03:57.284	1623
			Phone Message		2012-04-09 10:00:40.402	2012-04-09 12:46:59.199	02:46:18.797	166
			Phone Message		2012-04-11 17:11:54.352	2012-04-11 17:22:28.527	00:10:34.175	10
			Phone Message		2012-04-12 12:16:56.01	2012-04-13 14:12:57.316	1 day 01:56:01.306	1556
			Phone Message		2012-04-13 11:46:08.202	2012-04-13 12:44:39.917	00:58:31.715	58
			Phone Message		2012-04-13 11:49:20.499	2012-04-13 12:27:46.623	00:38:26.124	38
			Phone Message		2012-04-13 12:15:49.679	2012-04-13 12:48:56.573	00:33:06.894	33
			Phone Message		2012-04-13 13:18:42.426	2012-04-13 14:37:29.023	01:18:46.597	78
			Phone Message		2012-04-13 13:35:03.334	2012-04-13 14:53:47.77	01:18:44.436	78
			Phone Message		2012-04-13 13:43:41.274	2012-04-13 14:58:39.285	01:14:58.011	74
			Phone Message		2012-04-13 14:39:26.586	2012-04-13 15:07:02.26	00:27:35.674	27
			Phone Message		2012-04-13 14:45:00.726	2012-04-13 15:46:03.985	01:01:03.259	61
			Phone Message		2012-04-13 15:46:26.316	2012-04-13 16:49:11.651	01:02:45.335	62
			Phone Message		2012-04-16 08:34:33.954	2012-04-16 11:03:39.554	02:29:05.6	149
			Phone Message		2012-04-16 16:05:00.752	2012-04-17 10:58:34.534	18:53:33.782	1133
			Phone Message		2012-04-18 15:12:18.033	2012-04-18 17:24:59.302	02:12:41.269	132
			Phone Message		2012-04-23 14:35:35.228	2012-04-24 15:30:33.895	1 day 00:54:58.667	1494
			Phone Message		2012-04-23 14:39:45.327	2012-04-24 15:23:01.004	1 day 00:43:15.677	1483
			Phone Message		2012-04-24 09:58:09.832	2012-04-24 14:34:56.428	04:36:46.596	276
			Phone Message		2012-04-24 11:31:24.488	2012-04-24 14:01:45.195	02:30:20.707	150
			Phone Message		2012-04-25 09:14:02.187	2012-04-25 10:43:09.967	01:29:07.78	89
			Phone Message		2012-04-25 14:29:28.324	2012-04-25 15:28:26.985	00:58:58.661	58
			Phone Message		2012-04-25 16:40:27.893	2012-04-26 16:28:39.171	23:48:11.278	1428
			Phone Message		2012-04-27 12:29:26.386	2012-05-03 17:14:28.788	6 days 04:45:02.402	8925
			Phone Message		2012-04-30 10:51:01.856	2012-05-01 15:44:47.627	1 day 04:53:45.771	1733
			Phone Message		2012-05-01 10:45:03.968	2012-05-03 15:38:22.104	2 days 04:53:18.136	3173
			Phone Message		2012-05-07 10:02:05.411	2012-05-07 16:40:18.381	06:38:12.97	398
			Phone Message		2012-05-11 10:54:45.355	2012-05-11 12:08:06.963	01:13:21.608	73
			Phone Message		2012-05-14 08:54:08.878	2012-05-14 15:06:25.48	06:12:16.602	372
			Phone Message		2012-05-14 09:07:00.429	2012-05-14 10:23:18.313	01:16:17.884	76
			Phone Message		2012-05-14 09:58:59.64	2012-05-15 15:29:54.549	1 day 05:30:54.909	1770
			Phone Message		2012-05-16 13:55:30.797	2012-05-23 11:59:52.136	6 days 22:04:21.339	9964
			Phone Message		2012-05-17 13:48:37.06	2012-05-17 16:12:06.785	02:23:29.725	143
			Phone Message		2012-05-18 12:29:04.178	2012-05-18 17:06:22.43	04:37:18.252	277
			Phone Message		2012-05-22 11:15:12.266	2012-05-22 15:00:02.78	03:44:50.514	224
			Phone Message		2012-05-30 11:09:04.592	2012-05-30 14:25:06.35	03:16:01.758	196
			Phone Message		2012-05-30 13:41:41.711	2012-05-30 14:24:06.74	00:42:25.029	42
			Phone Message		2012-06-06 14:20:44.565	2012-06-06 15:41:43.142	01:20:58.577	80
			Phone Message		2012-06-13 10:44:06.308	2012-06-13 15:21:14.062	04:37:07.754	277
			Phone Message		2012-06-20 16:31:07.166	2012-06-20 17:40:00.219	01:08:53.053	68
					13 did not meet "timely"		28%	
					47 total calls		72%	

PCC EHR

CC# 29173

Medical Summary

History

Prescriptions

Phone note: 06/21/12

Phone Notes

CONTACT

SUBJECT

PHONE NOTE

TASKS

Phone Notes

EXAMPLE 2 OF CLINICAL ADVICE DOCUMENTATION
 PCMH A1: 4

Contact

Call Taken By: [Redacted] 06/21/12 10:45am

Caller's Name: [Redacted] Relationship to Patient: Unknown

Return Phone: [Redacted] Phone Note Needs to be Signed by Provider: select a provider

Subject

Behavior concerns

Phone Note

6/21/12 11:10 am Mom concerned because child has started hitting and biting himself, not associated with acting out, advise OV 5/22 [Redacted]

Clinical question directly about a patient, but we should use a Medical example.

Medication List

Drug Most Recent First Prescribed

Previous

Next

Sign

Close

Save

Save + Exit

Logged In