

Visit Status - Standard Work

WHAT: The visit status in Patient Scheduling provides disposition of a scheduled visit.

Responsibilities

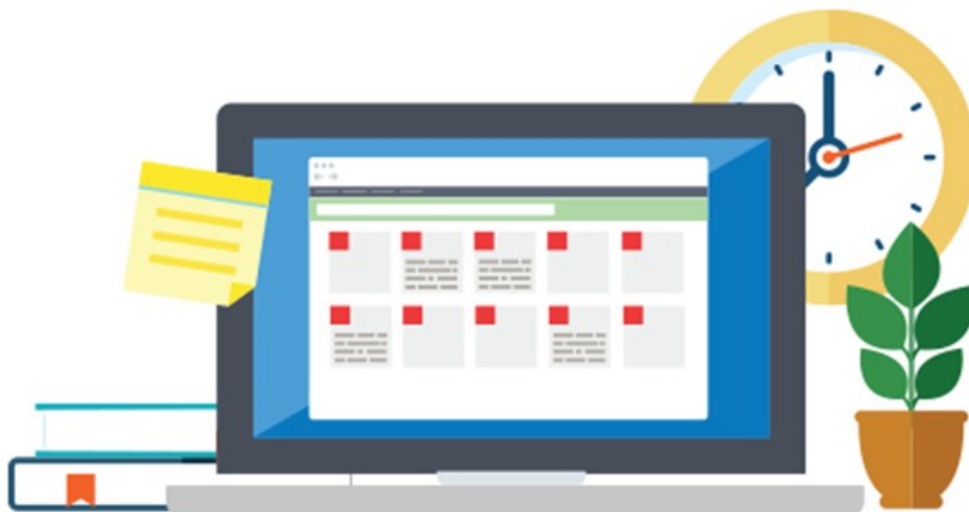
Field Clinicians (with laptops)

- Update visit status for Canceled or Missed Visits in the Patient Scheduling **within an hour** of the scheduled visit time
- Call your PCS to inform him/her of a Canceled or Missed Visit **within an hour** of the scheduled visit time
- Update visit status for any Admit, Re-Cert, Resume, Discharge or Eval **within an hour** of the scheduled visit time
- Update visit status for any remaining visit by the **end of day**
- There should be no visits in Assigned status left on your schedule by the end of the day

Responsibilities

Office

- Communicate with all contract clinicians (without laptops) daily to verify completion of visits
- Update visit status for all visits performed by contract clinicians (without laptops) accordingly
- Run Outstanding Assigned Visits Report out of Patient Scheduling daily and reinforce standard work



WHY: Under PDGM we will be performing high value, comprehensive visits. We anticipate a longer than average length of stay for our patients but will need to monitor our visit utilization. Our 60-day episode will be broken out into two 30-day billing units; each with its own LUPA threshold. Canceled and missed visits prevent patients from receiving the care that they need, increase their chance of an acute care hospitalization and increase the risk of a LUPA. Knowing the disposition (visit status) for each appointment timely will help to mitigate any risk to patient care.

In addition, no frequencies for any discipline can be entered until the Admit or Re-Certification visit are completed (establishes a cert period). Missing this critical step of completing a visit will cause a delay in patient care.

HOW: From **Patient Scheduling**, double click on an appointment from your schedule. This will open the “**Edit Visit**” form. Click on the status drop down selection to select the disposition of your visit (Complete, Canceled, Missed).

The screenshot shows the 'Edit Visit (18775)' window. At the top, patient information is entered: MRN 00798002, First name TYSON, Middle T, and Last TEST. Below this is a tabbed interface with 'Visit Info' selected. The 'Visit Attributes' section on the left includes fields for Start Time (6/8/2018 8:30 AM), End Time (6/8/2018 10:30 AM), Visit (R-Visit, Regular), Status (Complete), Locked (unchecked), and Svc Hold (checked). The right side of the form lists assigned roles and names: Case Mgr (Lisa Wonderling), Clinician (Tyson Brown (RN)), and Virtual (empty). A 'Save' button is located at the bottom right of the window.

Don't forget to save your changes.