

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. The shapes are primarily triangles and polygons, creating a dynamic, layered effect. The text is centered in a clean, sans-serif font.

Covid Management Phone Visits and Coordination notes

SERVICE CODES

Service codes have been added so that clinicians, managers and schedulers can plot Phone visits on the patient Calendar or replace scheduled visits with phone visits.

*If updating the Patient Calendar, remember that a clinician or manager must create a calendar order.

**Schedulers may replace a visit service code with a phone visit service code at the request of a clinical manager or clinician.

- ▶ SNPHONE -for RN or LPN
- ▶ PTPHONE- for PT
- ▶ STPHONE for speech therapist
- ▶ PAPHONE for PTA
- ▶ MSWPHONE for social worker
- ▶ OTPHONE
- ▶ COTAPHONE for COTA or OTA
- ▶ COVMSPHONE for Hospice social worker*
- ▶ COVSNPHONE for Hospice RN or LPN*

These visits will be scheduled.

The visit will have a start and end time and be completed in Pointcare.

*Note that above Hospice service codes contain Covid related Phone visit templates. They are available in addition to the to the SN11HP, SN48HP and the MS11HP hospice phone visits which contain nonCovid related Hospice workflows.

Orders for phone visits created from Pointcare

- ▶ To change current schedule visits to phone visits
 - ▶ Access pt. medical record
 - ▶ Select features
 - ▶ New order
 - ▶ Write in description, visits changed to telephonic visits
 - ▶ Add calendar
 - ▶ In calendar cancel scheduled in person visits
 - ▶ Assign phone visits based on discipline code
 - ▶ Save order and sync device
 - ▶ Request that manager process new order and have scheduler assign visits

Content of the PHONE VISIT

All Phone visits listed will contain the following questions:

- ▶ How are you feeling?
- ▶ Do you or have you have you had a cough?
- ▶ Have you been short of breath or had difficulty breathing?
- ▶ If short of breath What did you do to relieve it? Was it effective?
- ▶ Do you have or you have you had a fever?
- ▶ Do you or have you have you had pain?
- ▶ Have you taken any pain medication over the last 24 hours such as Tylenol or Advil?
- ▶ Was the pain reliever effective?
- ▶ When was your last BM?
- ▶ Do you have pain or burning while urinating?
- ▶ Are you taking all of your medications?
- ▶ Have you had any difficulty obtaining any of your prescriptions?
- ▶ Do you have family assistance/someone who is helping you?
- ▶ Are you able to bathe independently? If not, do you need help with bathing?
- ▶ Was video chat utilized for this visit? (if using video document that consent for video was received)

Visit follows Plan of care.

Assessment summary and resulting interventions:

New Coordination Notes for Covid management will allow for documentation of Covid Related phone encounters via Coordination Notes entered from HCHB back Office or Pointcare. If the encounter is to be documented from back Office and will replace a visit, clinical managers must Cancel the visit which is being replaced by the encounter. Used the “Covid Related” Missed visit reason.

Clinical Patient Encounter

(For use by skilled disciplines)

Patient declines visit due to:

Patient refusing home visits in order to self-quarantine'

Patient infection Positive or Presumptive and declines visit

Other Explain:

Subjective

Objective:

Assessment:

Plan:

Next scheduled encounter:

Health Check in Encounter

(For use by nonclinical workers)

Patient declines visit due to:

Patient refusing home visits in order to self-quarantine'

Patient infection Positive or Presumptive and declines visit

Other Explain:

Patient comments:

Identified needs:

Referred to:

Next scheduled follow up:

Covid Management Coordination Notes

To be added to coordination note pick list with templates included.

Covid Interview

- ▶ Patient meets COVID presumptive status due to the following:
- ▶ Indicate criteria met with an (X)
- ▶ ()1. International travel within the last 14 days to countries with sustained community transmission. For updated information on affected countries visit:
- ▶ ()2. Signs or symptoms of a respiratory infection, such as a fever, cough, and sore throat.
- ▶ ()3. In the last 14 days, has had contact with someone with or under investigation for COVID-19, or are ill with respiratory illness.
- ▶ ()4. Residing in a community where community-based spread of COVID-19 is occurring.
- ▶ ()5. Have you been tested and/or the lab test is pending

Covid Presumptive (Confirmed)

- ▶ Patient meets COVID presumptive status due to the following:
- ▶ Indicate criteria met with an (X)
- ▶ ()1. Patient saw a medical professional; lab testing not conducted however professional is treating patient as presumptive
- ▶ ()2. Patient saw a medical professional; lab test is pending
- ▶ ()3. Signs or symptoms of a respiratory infection, such as fever, cough and/or sore throat.

Covid Positive Coordination Note

COVID Test Positive

- ▶ Indicate date of onset of symptoms:
- ▶ Date of Positive Test:
- ▶ Current symptoms:
- ▶ Patient requesting visit: ()Yes ()No
- ▶ Plan for follow up

When patient is confirmed Covid Positive or Presumptive:

Clinicians or Office Staff

Enter the appropriate **coordination note**.

Enter **Pointcare Visit Alert** Coordination Note- Covid Positive or Presumptive - don appropriate PPE for all visits.

Clinician- Inform Office Staff/Clinical manager requesting Covid Care Type and Covid Compatible Qualifier be added to referral.

Clinical Manager/Office staff add Covid-19 Care Type and Covid Compatible Qualifier in the Referral.

Documentation Updates

If Pointcare users do not see the new Coordination Notes in the pick list in Pointcare, please Refresh and Valet the Pointcare Application.

If a Pointcare Visit Alert needs to be removed, the person who wrote the Alert may remove it from Pointcare.

Pointcare Visit Alerts may also be deactivated in HCHB Back Office:

1. Go to Clinical Manager.
2. Search desired patient.
3. Click Load
4. Right Click the desired patient and Go to Medical Records Info>Coordination Notes.
5. Select desired Pointcare Alert visit Coordination note.
6. Click Inactivate.
7. Click Close.