For med team patients discharged to home with IMC hospital follow-up

Transitional Care Management (TCM) Resident Workflow

Part 1: Inpatient Workflow on Day of Hospital Discharge

Creating telephone encounter documenting the "Notification of Hospital Discharge" - route to Nate Conway

After Office Staff receives the "Notification of Hospital Discharge" note, they will call the patient within 2 days of discharge, discuss barriers to care, and office staff will sign this documentation.
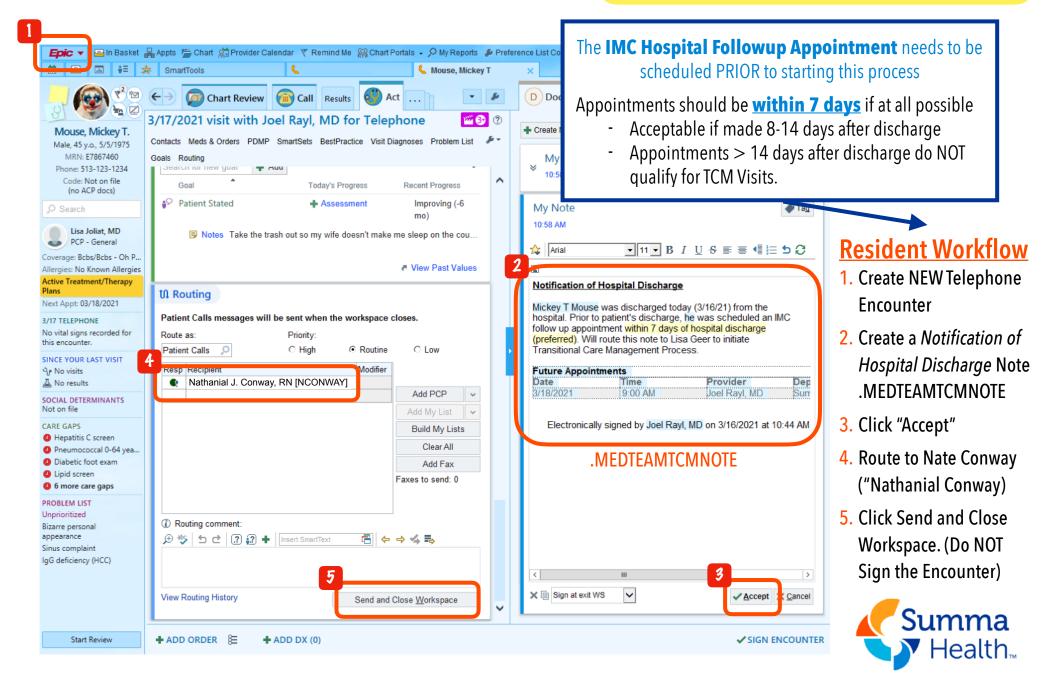
Part 2: Outpatient Workflow on Day of Hospital Follow Up Office Visit

Navigating the TCM Note Template and Billing

Updated 2/7/2023

Day of Hospital Discharge
TCM Resident Workflow

The **IMC Hospital Followup Appointment** needs to be scheduled PRIOR to starting this process

Appointments should be **within 7 days** if at all possible
- Acceptable if made 8-14 days after discharge
- Appointments > 14 days after discharge do NOT qualify for TCM Visits.

Resident Workflow

1. Create NEW Telephone Encounter

2. Create a *Notification of Hospital Discharge* Note .MEDTEAMTCMNOTE

3. Click "Accept"

4. Route to Nate Conway ("Nathanial Conway)

5. Click Send and Close Workspace. (Do NOT Sign the Encounter)

IMC Hospital Follow Up Visit
TCM Resident Workflow

Only for patients with "TOC call completed" in visit notes
(All other visits, even if would otherwise qualify, should be completed like a normal office visit)

1

.IMCTCMPROGRESSNOTE

Subjective
Mickey T Mouse is a 45 y.o. male presenting today for a Transitional Care Management Visit related to his recent hospital stay.
HPI

A

B

2
Date of Hospital discharge: ***
Date of non face to face post-discharge phone call: 3/17/2021

C

Call initiated 2 business days of discharge: Yes
Complexity of Medical Decision making for this visit: {as per medical decision making table:19197::"moderate","high"}

D

3
Detailed post-discharge medication reconciliation
Current medication and discharge medication lists were reviewed and reconciled during today's visit - see below
Instructed patient to take all discharge medications as prescribed except where otherwise noted in assessment & plan.

Medications listed as ordered at the time of discharge from hospital:
Outpatient Medications Prior to Visit

Medication	Sig	Dispense	Refill
• aspirin EC 81 MG EC tablet	Take 1 tablet by mouth daily	30 tablet	3
• metoprolol tartrate (LOPRESSOR) 25 MG tablet	Take 1 tablet by mouth 2 times daily	2 tablet	0
• budesonide-formoterol (SYMBICORT) 160-4.5 MCG/ACT AERO	Inhale 2 puffs into the lungs 2 times daily		

Reconciled medication list reflecting any changes from today's visit:

Current Outpatient Medications:
• aspirin EC 81 MG EC tablet, Take 1 tablet by mouth daily, Disp: 30 tablet, Rfl: 3
• metoprolol tartrate (LOPRESSOR) 25 MG tablet, Take 1 tablet by mouth 2

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1. Use Dot Phrase to document TCM Visit:
   .IMCTCMPROGRESSNOTE

2. 4 Mandatory Fields of Documentation:

   A. Type in date of recent hospital discharge

   B. Type in date of 1st documented attempt of post-hospital phone call
      (find date in recent telephone encounter)

   C. Was the 1st attempt of calling the patient made within 2 business days
      (Yes or No as documented in telephone encounter)

   D. Medical Decision Making Level:
      *Most IMC visits are **High Decision Making** Complexity (i.e. typical Level 4 visits)*

3. Auto-filled mandatory documentation stating that the provider completed a **Medication Reconciliation** with discharge med list.

4. Select Appropriate Level of Service Code
   TCM visit ≤7 days of discharge: **99496**
   TCM visit ≤14 days of discharge: **99495**
   *** Consider Making Speed Buttons for Future Use***

4
Level of Service

99496   CPT(R)

| Est 2 | Est 3 | Est 4 | Est 5 |
| New 2 | New 3 | New 4 | New 5 |

Do NOT Click

TCM </=7d   TCM </=14d