



November Care Coordinator Forum Minutes

Attendees:

Wednesday, November 12, 2008

Rose Graham, RN, St. John Spine Center, Detroit, MI
Jane Ray, RN, Salem Spine Center, Salem, WA
Deborah Spoutz, RN, St. John Spine Center, Detroit, MI
Sam Shaffer, RN, Wellspan Spine Center, York, PA
Nadine Stone, RN, Wellspan Spine Center, York, PA
Rhonda Whiting, RN, Hamilton Spine Center, Dalton, GA
Rachel Elliott, Priority Consult
Bobbie Ryan, RN, Mayfield Clinic, Cincinnati, OH

Thursday, November 13, 2008

Leslie Crossley, RN, West Virginia University Spine Center, Morgantown, WV
Deb Fath, Grant Spine Care, Columbus, OH
Lori Mueller, RN, CRRN, West Virginia University Spine Center, Morgantown, WV
Bobbie Ryan, RN, Mayfield Clinic, Cincinnati, OH

Topic: Online Reviews and Outpatient Requisition Forms

Online Reviews

Priority Consult's clients will soon have the option of utilizing online patient reviews. This means that a reviewing physician can complete medical history reviews from any computer with an Internet connection – **the Lotus Notes client is not needed**. A reviewer would access a secure website from Internet Explore or some other browser. This website would have the reviewers queue.

Forum attendees reviewed the online form and the process a reviewer will utilize to complete patient reviews online. Attendees had several suggestions/questions regarding this process, including the following:

- Will attachments (letters, forms, etc.) be available for the reviewer to review online? **Yes, any attachments from the original database will be available online.**
- Can ICD-9 codes be added to the impressions' screen? **Anyone who currently has ICD-9 codes in their impressions' screen will also have them in the online version. Please let Priority Consult know if you would like to add ICD-9 codes to your impression screens.**
- How will reviewers access patient films from offsite computers while completing online reviews? **Reviewers can utilize online reviews on the same computers they currently use. In that case, the films will be available as they currently are. For offsite computer online reviews, reviewers will either need to bring the hard-copy films with them or have the ability to view films on the Internet.**

- Use bigger font.
- How can the reviewer go back to the medical history form once “Review Complete” has been selected? **A new screen opens when the review process begins. Therefore, to return to the medical history form, the reviewer simply needs to minimize the current review screen.**

More information regarding online reviews will be sent out in the coming weeks.

Outpatient Requisition Forms

As part of the next system upgrade, clients will be able to create outpatient requisition forms (testing prescriptions) for patients within Priority Consult. Forum attendees reviewed this new process.

To create a new outpatient requisition form, click the “Schedule Testing” button in the Care Coordination tab while in edit mode. Attendees had the following suggestions/questions:

- Add standard phrases to the comments section of the outpatient requisition form.
- Add trigger point injections to the form.
- Add the ability to enter a spine level for epidural steroid injections.
- Add the “with SPECT” option to the bone scan field.
- Can we add individual clients’ logos to the outpatient requisition forms? **If we have your electronic logo, it will show up on the outpatient requisition form. If we do not have it yet, please send us your logo!**
- Add a description, such as MRI or x-ray, underneath completed requisition forms so it is apparent which tests were ordered without opening the forms.
- Add additional free text fields in each category of testing options.
- Add a review screen for the requisition form so it does not need to be opened to be viewed.

Clients will be hearing more about the next system upgrade in the coming weeks.

Next Forum Topic

Software Modifications

Next Meeting Dates

Wednesday, December 17, 2008 11:00am EST

Thursday, December 18, 2008 11:00am EST