



**Care Coordinator Forum
Wednesday, June 5, 2008
Minutes**

Attendees:

Anna Basulto, South Florida Spine, Miami Beach, FL
Rachel Elliott, Priority Consult
Deb Fath, Grant Medical Center, Columbus, OH
Barb Pffingsten, Riverside Healthcare, Kankakee, IL
Paul Pugsley, Priority Consult
Bobbie Ryan, RN, Mayfield Clinic
Patti Timlin, RN, Grant Medical Center, Columbus, OH

Topics

Patients with cervical and lumbar symptoms:

- There was a consensus among attendees that patients who report cervical and lumbar symptoms should have one history created listing all symptoms. Furthermore, if a patient adds new symptoms following the clinician's review, the reviewer is asked to re-review the medical record in light of the new information.

New PT order wording (copy to add at the bottom of the PT prescription generated from Priority Consult): "If any aspect of the patient's exam results in a contraindication to therapy or is cause for concern, immediate communication to the spine center coordinator at number listed above is required."

- The group agreed that the addition of the above wording to the physical therapy order would be helpful.

Reviewing physicians who do not provide enough information regarding diagnoses, diagnostics, etc:

- Bobbie Ryan and Anna Basulto both reported that they ask their reviewers to re-review anytime a disposition or impression is unclear or if additional information is required for the coordination of care. The group discussed methods for ensuring that a physician review provides enough information in their disposition so that the Care Coordinator can efficiently facilitate the intended care plan. Periodic review of Priority Consult dispositions is recommended. Mayfield Clinic carries out periodic audits regarding dispositions.

Imaging: incidental findings:

- If on the radiologist's report, you and or the reviewing physician discover an incidental finding on testing that the reviewing physician ordered, it is the responsibility of the ordering physician (his or her staff) to ensure that the primary care physician or referring physician's office is informed of the findings and that the patient is instructed to follow-up with the appropriate physician for further evaluation and care. Care Coordinators should not discuss the incidental findings

in detail with the patient but should encourage the patient to follow up with their primary care or referring physician for further review of the imaging.

IT Issues: new colors and fields

- Attendees were notified that modifications have been made to the Priority Consult test database and these changes can be applied to customer databases in the near future. A modifications announcement will be distributed prior to the changes being made. In addition, the database's background will be changing from yellow to blue. Attendees approved of the new color.

Other Issues:

- Deb Fath mentioned that she “lost” a patient’s record recently and had to call the Priority Consult office for help finding the missing patient. Rachel Elliott demonstrated to Deb and the other attendees how to restore patients who have been lost due to replication errors. (directions on how to correct a replication error are attached).

Possible Future Forum Topics

Noncompliant patients

Using Customize System

Next Meeting Date

Wednesday, June 18, 2008 11:00am EST