



THE UNIVERSITY OF
CHICAGO MEDICINE

Center for Comprehensive Care
and Research on Memory Disorders



AT THE FOREFRONT

UChicago
Medicine

What You Want to Know

Pro-Tips for Helping Patients in the Clinic Setting

PART I: Clinic Hacks for Efficient Patient Care

Tessa Garcia McEwen, AM, LCSW

Department of Neurology | Social Work



THE BIG IDEA:

**How to approach patient care
efficiently beyond the diagnosis,
from ambulatory to home-bound**

Why?

- reduce no-shows & re-admissions -
- enhance your knowledge & how to's -
- avoid common errors that delay pt care -



Navigating Outpatient Care: What to do?

Priority #1: Lead with Dignity: *Compassionate Care*

Priority #2: Knowledge is Power: *Where in Epic??*

Priority #3: Beyond the Dx: *Placing the right orders, from ambulatory to homebound. All the tips & hacks!*

Priority #4: Responding to requests: *Forms/letters*

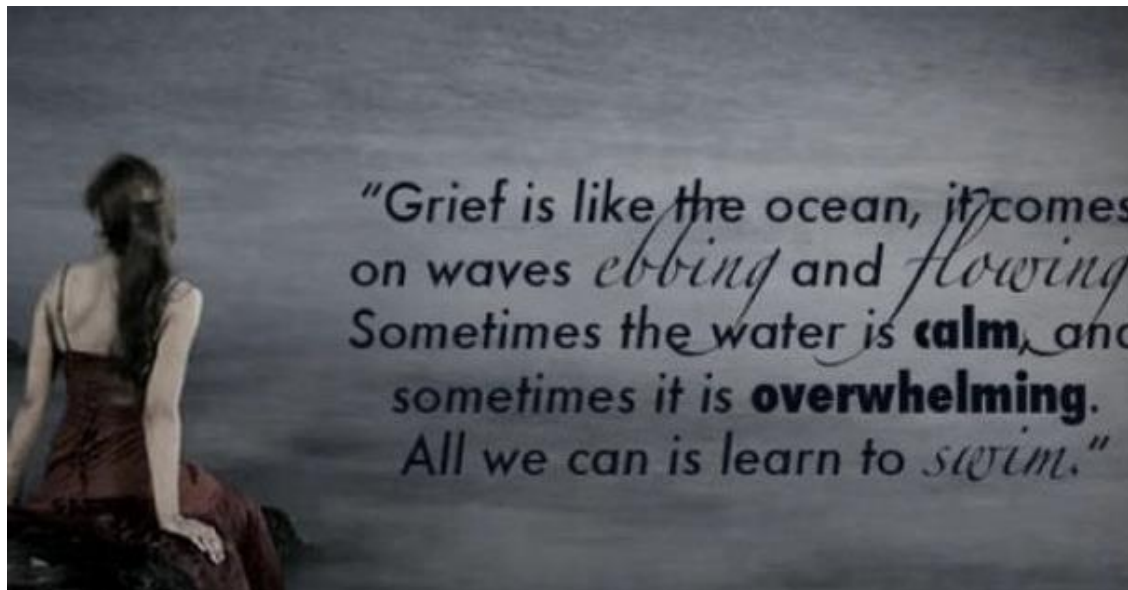
Priority #5: Curating a meaningful quality of life: *Offer practical resources for a lifestyle of wellness*



Priority #1: Lead with dignity & compassion

Honor the person first: (Often reeling, shock, numbness)

- **How do you want to spend your time?**
- **Who is your rock? What gaps need to be filled?**





Priority #1: Lead with dignity & compassion

THE BIG IDEA

When everyone is on their last thread, a moment of *personalized* attention can make all the difference.



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AT THE FOREFRONT

**UChicago
Medicine**

Priority #1: Lead with dignity & compassion

P.E.R.E.T. THE PARROT

personalized attention

Presence
is key



Tailor the
resources

Explore their
unique story

Expand their
understanding

Relate to the struggle



The Journey Beyond Diagnosis: BIG PICTURE

Early Preparation

- **Build your care team | Learn how to get support**
- **Plan your care | Get your affairs in order (POA/assets)**

Engage your Care Team **beyond the clinic walls**

- **PT/OT/ST/RN: (reduce falls, word banking, safety)**
- **Social engagement, Caregiver resources, & Education**
- **Manage ADLs | Know when it's time for pall. care/hospice**

Plan for alternate methods of transportation (**GENTLY!!!**)

If home is not the safest solution

- **Explore alternate living opportunities w/care team**



Priority #2: Knowledge is Power: *Where in Epic??*

Most often, need to submit (right click > print):

- Face Sheet (Demographics)
- Insurance info (Group / Member # **must** be displayed!)
- Prescription/Order (Under 'Procedures' / 'Consults/Referrals')
- Last progress note(s) (Under 'Notes')

How do I find:

- Contact info / "Demographics"?
- "Advanced Directives"?
- Imaging/Results?
 - **Consult tip sheet**



Priority #2: Knowledge is Power: *Where in Epic??*

The screenshot displays the Epic EMR interface for patient Kendra McKinzie. The main content area is titled 'View Registration' and includes several sections:

- Registration:** -> Registration
- View only registration:** -> View only registration
- Select Patient and encounter:** -> Select Patient and encounter

Face Sheet

Patient Information

Name:	McKinzie, Kendra	MRN:	1552001
Address:	11127 S HOMEWOOD AVE CHICAGO, IL 60643	Acct #:	
Home phone:	773-370-8773	CSN:	87836035
Work Phone:		SSN:	xxxx-xx-6490
Mobile Phone:	773-370-8773	Sex:	Female
Auth Number:		Birth Date:	11/12/1975 (45 yrs)
LW Phase:		Birth Place:	CHICAGO, IL
Registration status:	ELAPSED	Race:	Black/African-American
Referring Provider:	FLERICK, THERESA 800 E 55TH ST FRIEND FAMILY HEALTH CENTER CHICAGO, Illinois 60615 Phone: 773-702-0960 Fax: 844-392-4716	Ethnicity:	Not Hispanic or Latino
		E-mail Address:	kendra0020@gmail.com
		PCP:	FLERICK, THERESA

Guarantor Accounts

Account ID - Guarantor	Service Area	Active2	Acct Type	Acct Status
937711 - MCKINZIE, KENDRALL	UCH MEDICAD HMO/COUNTY CARE HMO - 0	Yes	P/F	

Visit Notes

Per ABOLJ missed appointment 2/4/21

Referrals

Number	Plan	Referred By	Referred To	Status	Start Date	End Date	Auth	Sch	Cmp
1819366	COUNTY CARE HMO	LAPINS, ALLISON		NEW	10/29/20		1		
1777038	COUNTY CARE HMO	AMIN, PATHIK P		CLOSED	9/17/20	12/15/20	1	0	1

Document Information

Document Type	Document Status	Date Received
HIPAA Privacy Notice Provided	Document Provided	06/02/03
HIPAA Privacy Notice Signed	Document Signed	06/02/03



Priority #2: Knowledge is Power: *Where in Epic??*

The screenshot shows the Epic EMR interface for patient Kendra McKinzie. The 'Guarantor Accounts' section is highlighted with a red box, showing an account ID of 28791 for MCKINZIE, KENDRALL. The 'Referrals' table below shows a referral from Allison Lapins to Pathik P Amin on 9/17/20, which is currently closed. The 'Document Information' section shows that HIPAA privacy notices have been provided and signed.

Account ID - Guarantor	Service Area	Active?	Acct Type	Acct Status
28791 - MCKINZIE, KENDRALL	UCH	Yes	PIF	

Referrals	Number	Plan	Referred By	Referred To	Status	Start Date	End Date	Auth	Sch	Comp
	1819366	COUNTY CARE HMO	LAPINS, ALLISON		NEW	10/29/20		1		
	1777038	COUNTY CARE HMO	AMIN, PATHIK P		CLOSED	9/17/20	12/15/20	1	0	1

Document Type	Document Status	Date Received
HIPAA Privacy Notice Provided	Document Provided	06/02/03
HIPAA Privacy Notice Signed	Document Signed	06/02/03



Priority #2: Knowledge is Power: *Where in Epic??*

The screenshot shows the Epic EMR interface for a patient named Kendall McKinzie. The main content area is titled "View Registration" and displays the following information:

- Guarantor Account Information:**
 - Guarantor Account: 257761 - MCKINZIE,KENDRALL (Personal/Family)
 - Guarantor Account Contact: MCKINZIE,KENDRALL
 - Guar Acct Financial Class: MEDICAID
 - Guarantor Account Status:
- Guarantor Information:**
 - Address: 11127 S HOMEWOOD AVE, CHICAGO, Illinois, United States, 60643
 - Home Phone: 773-370-8773
 - Work Phone:
 - Social Security Number: xxx-xx-8490
 - Sex: Female
 - Date of Birth: 11/12/1975
- Insurance Coverages:**

ID	Plan	Subscriber Name	Eff From	Eff To	Ver Status
1	EavorPlan MEDICAID '00COUNTY CA'	MCKINZIE,KENDRALL	10/17/2016		Verified
- Guarantor Employment Demographics:**
 - Employer: NONE
 - Address: CHICAGO, Illinois, United States, 60600
 - Employment Status: Not Employed
 - Employment ID:
 - Occupation:
 - Work Phone:
 - Fax:

The "Insurance Coverages" table is highlighted with a red box in the original image. The interface also shows a left-hand navigation pane with patient details and a top navigation bar with various system tools.



Priority #2: Knowledge is Power: *Where in Epic??*

McKinzie, Kendall
View Registration

Kendra McKinzie
Female, 45Yrs, 11/12/1975
773-370-8773
MRN: 1552001
MITCHELL
Lang, Interp: English

COVID-19: Suspected 4/18/2021

Insurance Coverages

Payor:	MEDICAID HMO	Benefit Plan:	COUNTY CARE HMO
Effective Date:	10/17/2016 -	Group Number:	MMCP
Signature On File:		Accept Assignment:	

Patients Using Coverage

Patient	Covrd?	Rel to Subs	Rel to Guar	Effective	Mem.#
MCKINZIE,KENDRALL	Covered	Self	Self	10/17/2016 -	019042530

Subscriber Information

Name: MCKINZIE,KENDRALL (019042530)
Address: 11127 S HOMEWOOD AVE
CHICAGO, Illinois
United States, 60643
Home Phone: 773-370-8773

Social Security Number: xxx-xx-8490
Sex: Female
Date of Birth: 11/12/1975

Subscriber Employment Demographics

Employer: NONE
Address: CHICAGO, Illinois
United States, 60600

Employment Status: Not Employed
Employment ID:
Occupation:

Claim Information

Send Claim To:
Address: Payor Plan
P O BOX 211592
EAGAN, MN
55121
Home Phone: 855-444-1661

Accounts Using Coverage

Account# - Guarantor	Service Area	Active?	Account Type
257781 - MCKINZIE,KENDRALL	UCH	Yes	Personal/Family
50144270 - MCKINZIE,KENDRALL	CHD	Yes	Personal/Family
30020246 - MCKINZIE,KENDRALL	ASC	Yes	Personal/Family



Priority #2: Knowledge is Power: *Where in Epic??*

The screenshot displays the Epic EMR interface. At the top, the navigation bar includes 'Chart' and 'Chart Review', both highlighted with red boxes. The main content area shows a patient chart for Kendall McKinzie. A red box highlights the header information for Allison Elizabeth Lapins, M.D., including her name, title (RESIDENT), and encounter date (3/23/2021). Below this, the 'OUTPATIENT NEUROLOGY CLINIC NOTE' is visible. A right-click context menu is open over the 'Print' option, which is also highlighted with a red box. A red text box on the right side of the screen reads: "Right click on your open clinic note Press Print".



Priority #2: Knowledge is Power: *Where in Epic??*

The screenshot shows the Epic EMR interface for patient Kendra McKinzie. The 'Demographics' tab is selected and highlighted with a red box. The patient's name 'Kendra McKinzie' is highlighted in the top left. The contact information section is also highlighted with a red box, showing fields for name, sex, birth date, address, and phone numbers. The patient contact section is highlighted with a red box, showing 'GIVEN NONE (Grandparent)' and a home phone number. The employment information section shows 'Occupation: NONE'.

- Step 1: Click patient's name
- Step 2: Demographic tab will open
- Step 3: Ensure contact info up to date
- Step 4: mark preferred contact if not patient so agency knows who to call



Priority #2: Knowledge is Power: *Where in Epic??*

NOTE!

This type of order stays within UCM for PT/OT.

Give them # to call for appt!

The screenshot shows the Epic Order Search interface. The search term 'PT' is entered in the search bar. The results are categorized into Panels, Medications, and Procedures. The Procedures list includes:

Name	Px Code	Pref List	Cost to Org
OUTPATIENT CONSULT TO PHYSICAL THERAPY (aka PT)	OPCONS64	UCMC AMB NEUROLOGY	
Prothrombin Time/INR (PTI) (aka PT)	LABGBPTI	UCMC AMB NEUROLOGY	
Partial Thromboplastin Time (PTT)			
Alkaline Phosphatase (aka ALK PTASE)			

The 'Patient Instructions (F3 to enlarge)' window is open, showing the following text:

We have given you a referral to physical therapy/occupational therapy. Please call the following number to schedule appointment(s):
773-702-6891

At the bottom of the interface, there are buttons for 'Select And Stay', 'Accept', and 'Cancel'.

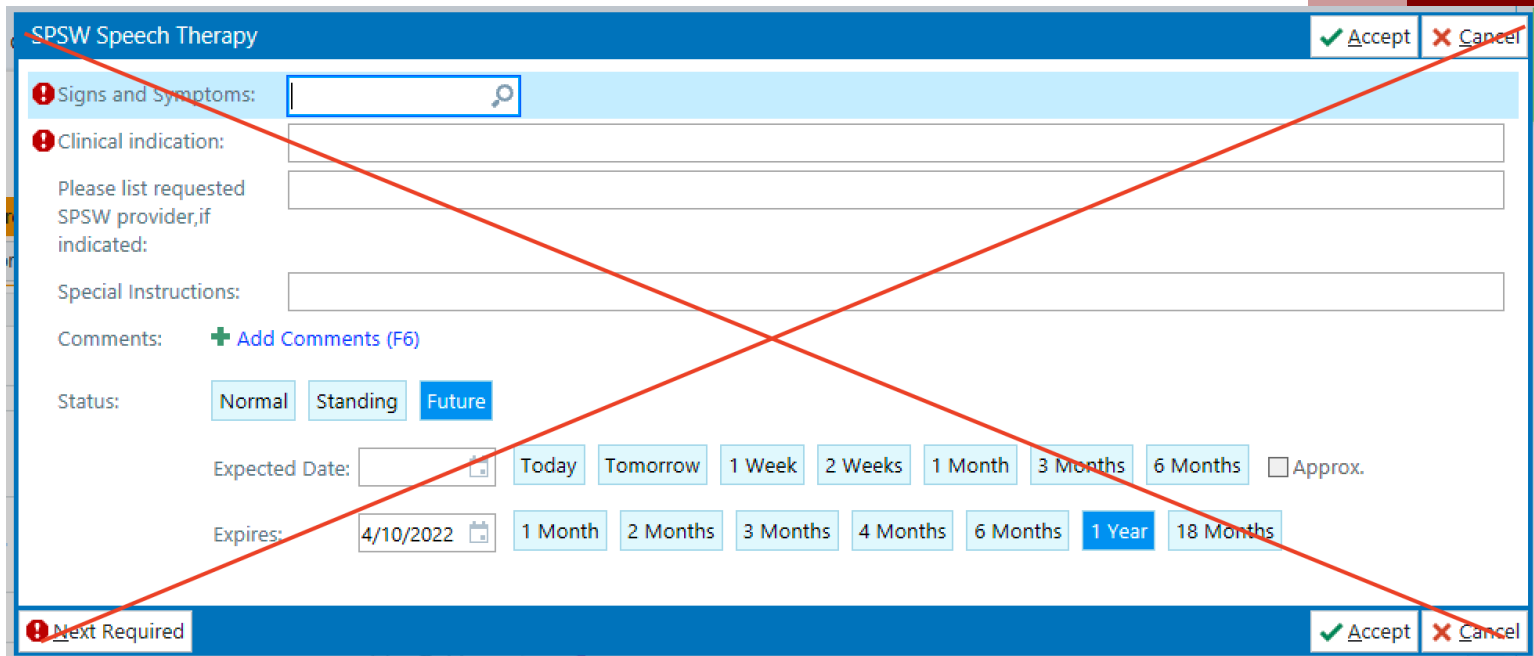


Priority #2: Knowledge is Power: *Where in Epic??*

DON'T!

“Outpatient Consult to ST”

(ST is not offered in-house. Ok if you just want them to receive a list of agencies.)





Priority #2: Knowledge is Power: *Where in Epic??*

It goes to an internal system response, and a person may or may not call to provide a list of recommendations of where to go. **The risk here is they may not have an order in hand, unless you hand it to them and advise they follow-up.**

Your medical provider has referred you for speech, language and/or cognitive assessment and therapy. Due to constraints in scheduling, staffing, and clinic space we are unable to accommodate ongoing adult speech/language/cognitive services at UChicago Medicine at this time. *Within the UChicago care network, we encourage you to contact our partners at Ingalls Memorial- Flossmoor. Janet Alfirec, SLP, can be reached at 708-915-4726 or 708-915-8465. Services are offered at Flossmoor and South Holland locations.*

We have compiled a list of outside providers that may be appropriate to meet your needs. We recommend that you contact them directly to inquire about availability and scheduling for speech pathology services. Please note that the contact information may have changed since this list was assembled, and these facilities may no longer offer the desired service. There might also be additional facilities that provide this service that have not been added to this list. You will likely be required to provide a physician or advanced provider (PA, APN) order for these services, which your referring provider can give you.

Should you need to request portions of your UChicago medical records, you can reach the medical records department at 773-702-1637. You can find a request for release of information on the UCM website: uchospitals.edu. This can be found under the "Patients and Visitors" section. Click on the "Request an authorization form," which can be printed. The authorization form can be dropped off at the reception desk at the UCM campus, faxed to 773-702-7591 or mailed to University of Chicago Medicine Medical Records Department-

If you have a specific agency in mind, or want them to have an order in hand to take themselves, do this instead...



Priority #2: Knowledge is Power: *Where in Epic??*

DO!

For driving eval orders:

“Driver rehab OT eval and treat due to [dx]”

Give Shirley Ryan site listing

The screenshot shows the Epic Order Search interface. At the top, there is a search bar with 'MISC' entered. Below the search bar, there are sections for 'Panels', 'Medications', and 'Procedures'. The 'Procedures' section is expanded, showing a table with one entry: 'Procedure, Misc' with Px Code 'GENP420' and Pref List 'UCMC AMB NEUROLOGY'. A red box highlights this entry. Below the table, a modal window titled 'PROCEDURE, MISC' is open. It shows the order details: Priority 'ELECTIVE (F)', Class 'Print Script', and Comments 'Occupational Therapy Evaluation and Driver's Training due to ***'. A red box highlights the 'Print Script' button and the comment text. A red note in the top right of the modal says '.drivingeval blurb in comments section and in clinic progress note'. At the bottom of the modal, there are buttons for 'Next Required', 'Accept', and 'Cancel'.



Priority #2: Knowledge is Power: *Where in Epic??*

Tell patient to call agency directly for scheduling!

Print the order and hand it to them!

If relevant, fax order & confirm receipt

The screenshot displays the Epic EMR interface for a patient's 'Wrap-Up' section. The 'Patient Instructions' tab is active, showing a list of instructions. One instruction is highlighted: 'OUTPATIENT... We have given you a referral to physical therapy/occupational therapy...'. Below this, a 'Follow-up' section is visible, showing a return date of 9/23/2021. A 'Patient Instructions (F3 to enlarge)' window is open, displaying the text: 'We have given you a referral to physical therapy/occupational therapy. Please call the following number to schedule appointment(s): 773-702-6891'. The 'Wra...' tab in the top navigation bar is highlighted with a red box.



Priority #3: Beyond the Dx: *Placing the right orders, from ambulatory to homebound. All the tips & hacks!*

MEDICAL ORDERS (MD/RN/APN)

- **Home Health Orders** (typically 1x/wk visits by nurse/therapists)

Pro-Tips!

- Under 'Home Health Referral' [PT/OT/ST/RN/CNA/home safety eval & treat due to [dx]] in BOTH order AND bottom of visit note
- Fax: contact #, face sheet, insurance w/ID#, order, visit note
- Must be ordered within 90 days of MD appt, or 30 days before

Popular Referral Agencies

- AdvanCare, LHC, Apple Home Health | (Medicaid: HRS, Ingalls)



Priority #2: Knowledge is Power: *Where in Epic??*

Search under "Home Health"

Click on PT/OT/ST
CNA (bathing)
RN (med setup)

Add blurb to progress note:
"PT/OT eval & treat due to [dx]"

ONLY in-person or video! Phone doesn't count!

The screenshot shows the Epic 'Home Health Referral' form. Key elements include:

- Search Results:** A sidebar on the left shows search results for 'HOME HEALTH CARE' under the 'Procedures' category.
- Form Fields:**
 - Class:** Clinic Perfo
 - Status:** Normal, Standing, Future
 - Priority:** ROUTINE
 - Physician to Follow Care:** LAPINS, ALLISON ELIZABETH
 - Date of last Face-to-Face Encounter:** 3/23/2021
 - Reminder:** Face-to-Face Visit MUST be scheduled within the next 30 days IF previous encounter more than 90 days ago
 - Therapy Services to:** Evaluate & Treat
 - Additional Order Information:** review medications with patient, home safety evaluation
 - Diagnosis:** Dementia
 - Comments:** I certify there exists a normal inability for the patient to leave the home which requires considerable and taxing effort due to illness/injury outlined in supporting documents. Thus, the patient needs the above ordered supportive home services and/or devices.
- Checkboxes:** Skilled Nursing, Physical Therapy, Occupational Therapy, Speech/Language Pathology, Home Infusion Therapy.
- Buttons:** Accept, Cancel, Next Required.



Priority #3: Beyond the Dx: *Placing the right orders, from ambulatory to homebound. All the tips & hacks!*

MEDICAL ORDERS (MD/RN/APN/SW)

- **Hospice Orders** (multiple visits by RN + SW/Chaplain/comfort)
- Can be turned on/off | DME/respice covered | Can't combine HH

Pro-Tips!

- Under 'Hospice Referral' [hospice eval & treat due to [dx]] in BOTH order AND bottom of visit note
- Fax: contact #, face sheet, insurance w/ID#, order, visit note
- Recommend: Give fam option or ask if we choose. Call to refer.

Popular Referral Agencies

- Vitas, Unity, JourneyCare, Suncrest, Residential Health, Ingalls
- Hospice Home: Pepper House and Joliet Hospice Home



Priority #2: Knowledge is Power: *Where in Epic??*

Search under “Hospice”

In Comments:

“Hospice eval and treat due to [dx]”

(incl. Pall. if want both evaluated)

The screenshot shows the Epic Order Search interface. The search term 'HOSPICE' is entered in the search bar. The results are categorized into Panels, Medications, and Procedures. The Procedures section is expanded, showing a table with one result: 'OUTPATIENT REFERRAL TO HOSPICE' with Px Code 'OPCONS141' and Pref List 'AMB T3 FACILITY ORDERS'. The search bar and the first row of the table are highlighted with red boxes.

Name	Px Code	Pref List	Cost to Org
OUTPATIENT REFERRAL TO HOSPICE	OPCONS141	AMB T3 FACILITY ORDERS	



Priority #3: Beyond the Dx: *Placing the right orders, from ambulatory to homebound. All the tips & hacks!*

MEDICAL ORDERS (MD/RN/APN)

- **DME orders** (Durable Medical Equipment)
- Hospital bed, hoyer lift, gel mattress, bedside commode, wheelchair/walker [every 5 yrs] | Only Medicaid: bathroom supply (raised toilet, shower chairs, grab bars) + nutrition (Ensure/Boost)

Pro-Tips!

- Under 'Durable Medical Equipment' [name of item, due to [dx] + **PRECISE RATIONALE**] in BOTH order AND bottom of visit note
- Fax: contact #, face sheet, insurance w/ID#, order, visit note

Popular Referral Agencies

- Wound Care, Orbit, SRAL | Only Medicaid: Orbit, Patient's Choice, BLI, Advanced Medical Equipment, ActivStyle [incontinence]



Priority #2: Knowledge is Power: *Where in Epic??*

Search under “DME”

Include: Height and Weight

Specific verbiage necessary

Acquire special form from agency

Order Search

DME

Search

Home Durable Medical Equipment (DME)

Class: Clinic Perfo

Status: Normal Standing Future

Priority: ROUTINE (r)

Process Inst: PT/OT Note required when selecting Cane, Lightweight Wheelchair, Manual Wheelchair, Walker or Walker with wheels. Wound Note required when selecting Woundcare supplies or Wound vac. Home Oxygen requires Oxygen documentation using .oxygenwalktest SmartPhrase in the chart. * All DME requires communication between the Case Management team and ordering provider.

Durable Medical Equipment Needed

Breast Pump Cane Commode Home Oxygen Hospital Bed Hoyer Lift Lift Chair

Low Air Mattress Nebulizer Respiratory Suction Pump Trach Supplies Trapeze Bar Walker

Walker with Seat Walker with wheels WheelChair Woundcare Supplies Wound Vac Other

Comments: Ex) Walker with seat order due to right hemiparesis

Sched Inst: + Add Scheduling Instructions

Referral: # of visits:

Provider Specialty: Home Health Care



Priority #2: Knowledge is Power: *Where in Epic??*

Search under "DME"

Include: Height and Weight

Specific verbiage necessary

Acquire special form from agency

FOR CUSTOM PWC

Who Qualifies?
Ex: patients with MS, CP, CVA, MI, Pressure Ulcers, Hemiparesis, Hemiplegia, all Neurological diagnoses etc.

What paperwork is needed? (2 sentences in the Notes and SWO Form)

1. Below Verbiage in Progress note:

"Patient was seen and custom power wheelchair was discussed to assist patient in completing their MRADLs in the home. Patient has been referred to a PT/OT for a complete mobility evaluation".

2. Please sign and date the SWO Initial Form - 2nd page

Under the "Items for order" section please list the below 2 items:

- Custom PWC
- PT/OT Mobility Evaluation

ONCE THE ABOVE ITEMS HAVE BEEN COMPLETED, PLEASE FAX BOTH ITEMS TO 888-465-1195.

Did You Know??

Shirley Ryan Ability Lab has an entire Custom Wheelchair Seating & Positioning Dept! Simply complete form and send order. (Will be on Tip Sheets in clinic).

Don't Worry!

We will hang forms and .dot phrases to help



Priority #2: Knowledge is Power: Where in Epic??

Search under "DME"

Include: Height and Weight

Specific verbiage necessary

Acquire special form from agency

FOR STANDARD PWC

Who Qualifies?
Ex: patients with OA, Joint Pain, ambulating challenges, fatigued, COPD ect.

What paperwork is needed? (Notes with Eval and SWO Form)

1. **Below Mobility Evaluation in Progress note:**

Met with patient for a motorized w/c mobility evaluation. Patient struggles to perform MRADLs which include: Toileting in a timely manner, eating and meal prep, moving from room to room, washing and hygiene. This is due to their poor mobility and diagnosis of: _____.

Height ____ Weight ____
Pain levels are __/10
BUE strength level __/5
BLE strength levels __/5

Why are the cane/walker/rollator insufficient mobility-assistive devices for this patient?
Ex: "pt cannot safely support themselves without the risk of fall with a cane/walker/rollator".

Why can't the patient safely operate an optimally configured manual wheelchair?
Ex: "pt cannot safely operate an optimally configured manual wheelchair as the patient is unable to self-propel all day without failure".

Why is the scooter insufficient?
Ex: "pt cannot use a scooter in the home due to the large turning radius and bucket style seating.

Will the patient benefit from in-home usage of the equipment?
Ex: "the patient would benefit from in-home use of the motorized wc".

Has the patient proven their ability to both functionally weight shift and safely transfer on/off the equipment?
Ex: "the patient has proven their ability to both functionally weight shift and safely transfer on and off the equipment".

Is the patient both mentally and physically capable of operating the PWC inside the home?
Ex: "the patient is both mentally and physically capable of operating the PWC inside the home".

I recommend a motorized w/c to assist with performance of all MRADLs listed above.

2. **Please sign and date the SWO Initial Form - 2nd page**
Under the "Items for order" section please list the below 3 items:

- Power Wheelchair
- Two Batteries
- Two Arm Rests

ONCE THE ABOVE ITEMS HAVE BEEN COMPLETED, PLEASE FAX BOTH ITEMS TO 888-465-1195.



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NON-MEDICAL ORDERS (any staffer can suggest these options)

- ***In-Home Care*** (subsidized homemaker/adult day vs. private \$)
- ***Long-Term Care Placement*** (utilizing senior concierge services)

Pro-Tips!

- Subsidized can include home delivered meals + life alert button
- Age <60 = Dept of Rehab Services: Have pts call 800-843-6154
- Age 60+ = Dept on Aging: Have patients call 312-744-4016 ext 0
- Subsidized caregiving grants exist regardless of income!

Popular Referral Agencies

- AllTrust, Renewal Memory Care, Arosa LifeCare (+ POA/guard)
- Concierge: ElderWerks (Gail), A Place for Mom (Jacque)



Priority #3: Beyond the Dx: *Placing the right orders, from ambulatory to homebound. All the tips & hacks!*

NON-MEDICAL ORDERS (anyone can refer, especially MA/PSRs)

- **Transportation** (Pts. are responsible for their own transpo!)
(Do you expect your medical provider to take you to/from appts?)

Pro-Tips!

- Friend/family, Ride Free/Reduced \$, PACE, Taxi TAP Program
- Medicaid pts have FREE transpo to ALL medical appts.

Popular Referral Agencies

- Curb-curb: Uber, Lyft, Taxi, Pace
- Door-door: Charlie's Angel's, BriteLift, AC Med Tran
- Bed-Bed: Non-Emergency Wheelchair Transpo (aka NEWT)
- Nursing Home: Call pt floor nurse/transpo coordinator to inform



THE BIG IDEA:

**How to approach patient care
efficiently beyond the diagnosis,
from ambulatory to home-bound**

Why?

- reduce no-shows & re-admissions -
- enhance your knowledge & how to's -
- avoid common errors that delay pt care -



A look ahead...Coming Part III

Resources for patients at your fingertips:

Giving concrete recommendations for lifestyle modifications and meeting the patient's needs

FAQ: *Addressing the most common questions that come up in clinic in order to optimize care (e.g. out of network insurance, disability, forms/letters, Power of Attorney vs. guardianship)*

Q & A: *What else do you want to know about patient care in general, and especially in the outpatient clinic setting?*



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Thank You