WFPC Transitions of Care: Process Flow Diagram

MVC/ED: Inpatient Discharge Lists

- Lists generated from Power
  Charity Care manager

Non-MPC Eligibles:
- Non-MPC Eligible patients received
  phone call generated by "Second Call" software
  prior to discharge They are called
  during the discharge process.

- Chart review for cause of admission
  and DC details

- POP appointment
  recommended

- Phone Call: Schedule a POP with 7 days
  after DC

- TOC Phone Call Note: Generated as a
  telephone call

- The appointment needs to be kept

MVC/PC Eligibles:
- MPC eligible patients received phone
  call generated by "Second Call" software
  prior to discharge They are called
  during the discharge process.

- Chart review for cause of admission
  and DC details. LACE DC assessment tool

- Medication Risk
  Potentially present? High risk Medications
  present?

- Yes

- Consider handoff to CM

- No

- The patient
  been admitted to
  past 3 months for same reason?

- Yes

- Consider handoff to CM

- No

- If at any point during the
  phone call the
  patient is
  requiring additional medical
  clarification beyond your scope of
  practice then consider
  handoff to CM

- TOC Phone Call Note: Generated as an
  encounter note taken

- 2 attempts to reach patient voice
  messages left to call to schedule TOC
  assessment

- Telephone other notes
  generated: noting SMPC eligible; TOC call
  needed for repxe

- Enter appointment
  into EMR: Generate
  EDN

- Medication List
  Add any new
  medical diagnoses

- Potentially more than 5 medications being taken:
  - Antibiotics
  - Glucocorticoids
  - Anticoagulants
  - Narcotics
  - Antiepileptics
  - Antipsychotics
  - Antidepressants
  - Hypoglycemic agents

- If Hand off to Care Manager at any point during process; Document
  your actions in the same way; do an appropriate level of
  information exchange to the Care Manager you are handing care
  off to and page the fee ticket strong to the Care Manager if printed.
  CM will continue with the assessment and documentation process.