Planned Care Visit Workflow

Identify potential candidates on the PCP's diabetes roster

Review patient list with PCP

Print out phone script and complete bottom section

Document any overdue diabetes related HM items

Criteria:
- A1C: >7.0
- LDL: >100
- BP: >130/80

Alert patient to complete any labs prior to PCV

Schedule appt for +7 days and mark with red dot in E-HR

Prepare packet and mail to patient

Send yourself a Patient Callback message for 2 days prior to PCV

In the E-HR Under "New Msg" Click - Pt Call Back

Enter diagnosis code 000.35 in problem list and annotate goal from goal sheet. Enter dot phrase .dmaction in patient instructions

Perform foot exam and annotate form. Enter foot exam dot phrase (.foot) in charting section. Enter "no charge foot exam in orders section.

Patient visits with PCP

Print AVS and give to patient. PAMFOnline patients can view in PAMFOnline

Determine time, date and method for follow-up on action plan.

End

Call patient and review planned care visit

Schedule Appointment

YES

NO

End

Call patient - remind them to complete labs, goal sheet and verify appt date/time

In the E-HR

When you receive Pt Call Back Msg check to see if labs have been completed

YES

NO

Print out updated ABC letter
Blank goal sheet
Foot exam form
Foot Care Tips handout

PCV: Room patient
Take vitals
Review med list, ABC letter, labs and goal sheet. Offer pt PAMFOnline if not already enrolled.