

CHHC

Therapy

Meds

Workflow

March '16

Discrepancies: Identification, Notification, and Communication for Therapy SOC, ROC, and RCT in the ALF

AS TIMELY AS POSSIBLE

Therapist obtains a copy of the MOST UP-TO-DATE FACILITY MAR during SOC, ROC, and RCT and sends to Office as per current guidelines.

Therapist Completes the Medication Profile following the Guidelines Provided by David- Reach out to the Office with Questions

David completes Medication Reconciliation and Review of Med Profile as well as establishes the presence of potential Discrepancies.

David completes the ALF-Version: Potential/ Med Discrepancy Form and Emails it to the Case Manager

David Receives MID- Signed Official Medication Discrepancy Form Back from the MID and Uploads the Form to the Chart

David uses the information from the Case Manager's Discussion with the ALF Staff to Complete an Official Medication Discrepancy Form which is then Faxed to PCP

Case Manager Contacts David via Email or Phone and Informs David of Any ALF-Driven Changes/Feedback/Correction s or Verification.

Case Manager Prints the Potential/ Med Discrepancy Form and Brings it to ALF Staff to ask about Feedback/Corrections/ Verification/Changes

If there are Changes/Revisions/Corrections/ Additions/ Subtractions from the MID, David Emails the Case Manager to Inform them.

The Case Manager is then Responsible for Ensuring that they Follow Up with the ALF Staff Regarding the MID-Driven Changes and Document this Communication in the Care Coordination Note as well as Update the Medication Profile if Applicable.

OUTCOME:  
--Discrepancies are Accurately Established  
--All Stakeholders are Involved  
--The Patient Received the Best Care Possible  
--CMS and State Regulatory Requirements Fulfilled

If the Therapy Case Manager is Unable to Successfully Obtain From and then Subsequently Exchange Information With ALF Account/Staff → They are to Notify Maria, Geo, Carla, and David IMMEDIATELY, So that an Alternative/Contingency Can Be Enacted

WITHIN THE 1<sup>ST</sup> 48 HOURS

WITHIN THE 2<sup>ND</sup> 48 HOURS

Please Note:

You should be reviewing the MAR and Physician Orders Weekly for any Medication Changes and updating the Medication Profile in Devero as needed.