RURAL HEALTH WORKSHOP

Documentation for Clinicians in a Live Access World

WELL-AHEAD

LOUISIANA RURAL HEALTH ASSOCIATION

Speaker

- Jamie Lamb, AIC, INS, SCLA
  - Director of Claims Operations
  - LHA Trust Fund

Documentation in a Live Access World

Jamie Lamb, AIC, SCLA
Director of Claims Operations
LHA Trust Funds

LHA TRUST FUNDS

MALPRACTICE ▪ GENERAL LIABILITY ▪ WORKERS' COMPENSATION

Objectives

- Discuss the requirement for real-time access to providers' progress notes and the exceptions for the release of information.
- Understand the importance of documentation and adhering to clinical terminology.
- Understand documentation of patient contact through the live portal.

21st Century Cures Act Formal Compliance Deadline was October 6, 2022

Expected Enforcement at the end of 2023

HealthIT.gov

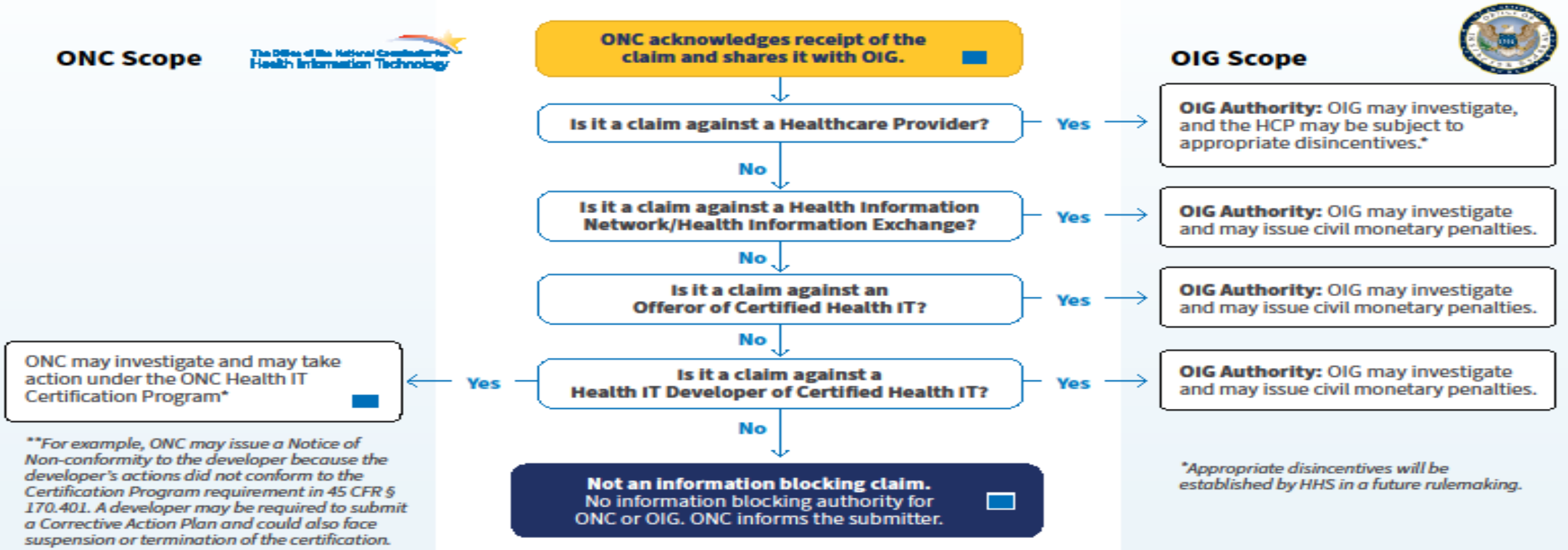
Office of the National Coordinator for Health Information Technology

What happens when a claim is submitted to the Information Blocking Portal?

The Office of the National Coordinator for Health Information Technology

This guide is for informational purposes only.
The official requirements are contained in the relevant statutes and regulations.

Points at which ONC communicates with submitter



***For example, ONC may issue a Notice of Non-conformity to the developer because the developer's actions did not conform to the Certification Program requirement in 45 CFR § 170.401. A developer may be required to submit a Corrective Action Plan and could also face suspension or termination of the certification.*

**Appropriate disincentives will be established by HHS in a future rulemaking.*

Survey Reports on EHR Benefits

A survey of **58.4%** of parents reported that reading notes helped them to remember referral appointments and **43.3%** of adult patients and **44.8%** of parents reported that access helped them remember scheduled tests.

Bell SK, Folcarelli P, Fossa A, et al. Tackling ambulatory safety risks through patient engagement: what 10,000 patients and families say about safety-related knowledge, behaviors, and attitudes after reading visit notes. J Patient Saf. 2021; 17(8):e791-e799.

Purposes of Documentation

- Communication of patient information between HCPs
- Legal record
- Reimbursement and accreditation

What Is to be Available?

- Outpatient Progress *(at close of encounter)*
- Emergency Notes *(at signature)*
- Discharge Summary *(at signature)*
- Patient Instructions *(at signature)*
- Inpatient/Ed Progress *(at signature)*
- Procedure *(at signature)*
- Consult *(at signature)*
- H&P *(at signature)*
- Labs and Radiological Scans

Will Non-Provider Notes be Shared?

- Yes. The Cures Act mandates that non-provider progress notes be made available to the patient via portal or HIM request. Non-Provider progress notes includes areas such as: nursing, respiratory therapy, physical therapy, occupational therapy, pharmacy, dietary etc.)

Exceptions To Information Blocking Rule

- **Preventing Harm**
- **Privacy**
- Security Exception
- Infeasibility
- Health IT Exception

Discussion Topics

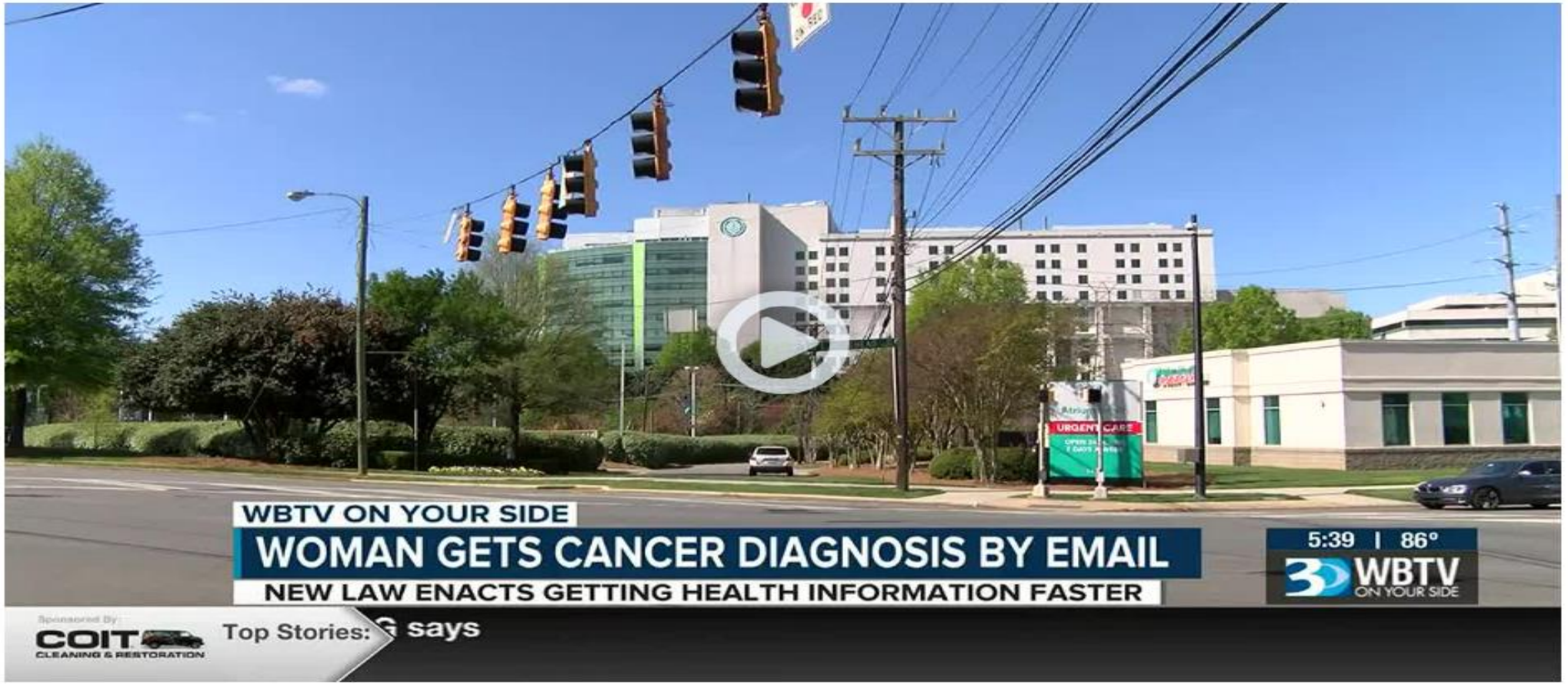
- Diagnostic Testing Access
- Inaccuracies and Disputes
- Clinical Verbiage
- Audit Trails
- Follow up Documentation
- Other Records/Notations

Test and Lab Results and Exceptions

- **All test results are made immediately available** with possible exceptions that exist based on State Law or HIPAA.
- Common Application by HCP's in Louisiana currently: Select test results will allow the ordering clinician to delay delivery either 24 hours or 7 days.

Woman learns she has cancer through email, wants situation to be lesson to others

The 21st Century CURES Act permits allows information to be posted immediately.

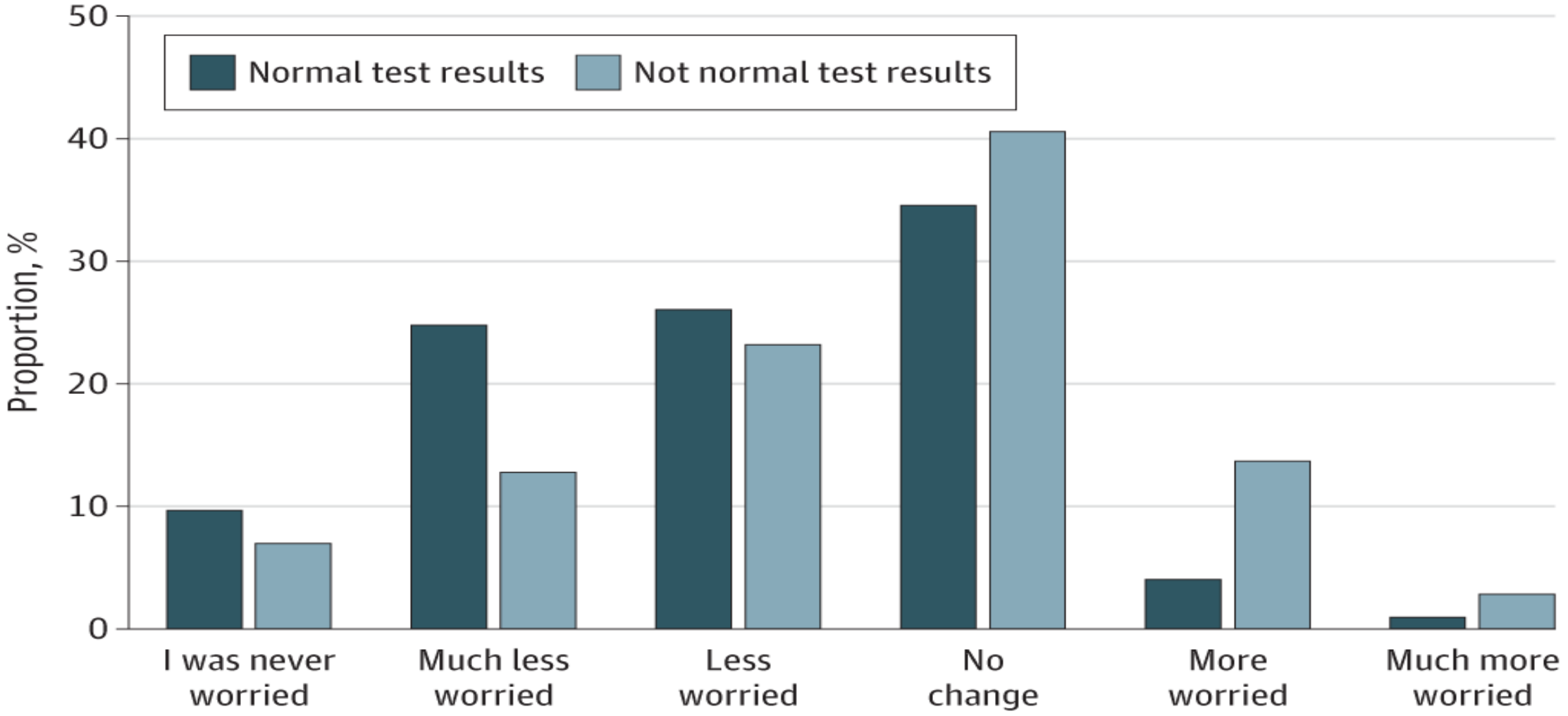


A law was passed last year that helps patients receive health information fast.

By Morgan Newell

Published: May. 18, 2022 at 7:22 PM EDT

Patient Preference Study



JAMA Network March 2023

Inaccuracies and Disputes

- EHR Systems are voluminous
- Expansive Historical Data
- Addendums
- Over-reads
- Continuous reassessment and modification of the plan

Clinical Terminology

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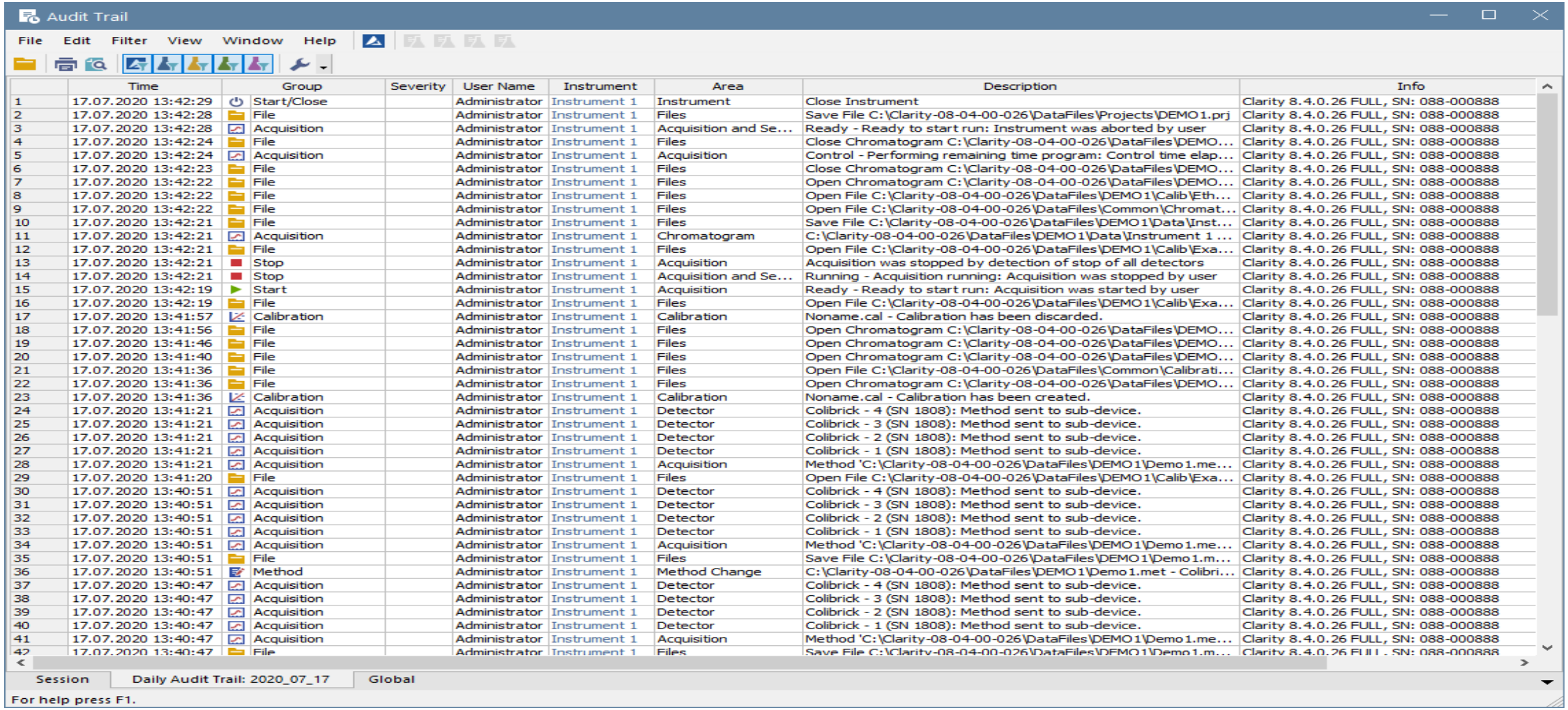
- Avoid troublesome acronyms S.O.B., F.U., D.I.N.K.
- Limit value-laden terms (disheveled, poor historian).
- Define medical terms/complex language instead of using abbreviations when feasible.
- Be careful with “sticky notes.”
- Document the patient’s BMI – not just morbid obesity.
- Document diabetes as a condition – not as an adjective.
- Instead of writing non-compliance, describe the actual behavior.

- Write only about things discussed with patient during the visit/exam; explain “negative” may be a good result.
- Use the same words in conversation that appear in notes, like “spontaneous abortion.”
- Instead of IVDA or alcoholic, use opiate use disorder, alcohol use disorder, or more generally, substance use disorder.
- Don’t import social history, if you didn’t elicit it or review it with the patient.
- Consider using specific language for billing and coding purposes.

- Be mindful of sensitive topics and avoid language that seems judgmental.
- Use language that describes your observations of behavior and avoid labels like “malingering” or “drug seeker.”
- Incorporate labs/study results into your notes to give the full picture.
- Use supportive language.
- Consider involving the patient while you write notes or giving them advance warning on lab results.

Audit Trails



	Time	Group	Severity	User Name	Instrument	Area	Description	Info
1	17.07.2020 13:42:29	Start/Close		Administrator	Instrument 1	Instrument	Close Instrument	Clarity 8.4.0.26 FULL, SN: 088-000888
2	17.07.2020 13:42:28	File		Administrator	Instrument 1	Files	Save File C:\Clarity-08-04-00-026\DataFiles\Projects\DEMO1.prj	Clarity 8.4.0.26 FULL, SN: 088-000888
3	17.07.2020 13:42:28	Acquisition		Administrator	Instrument 1	Acquisition and Se...	Ready - Ready to start run: Instrument was aborted by user	Clarity 8.4.0.26 FULL, SN: 088-000888
4	17.07.2020 13:42:24	File		Administrator	Instrument 1	Files	Close Chromatogram C:\Clarity-08-04-00-026\DataFiles\DEMO...	Clarity 8.4.0.26 FULL, SN: 088-000888
5	17.07.2020 13:42:24	Acquisition		Administrator	Instrument 1	Acquisition	Control - Performing remaining time program: Control time elap...	Clarity 8.4.0.26 FULL, SN: 088-000888
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14	17.07.2020 13:42:21	Stop		Administrator	Instrument 1	Acquisition and Se...	Running - Acquisition running: Acquisition was stopped by user	Clarity 8.4.0.26 FULL, SN: 088-000888
15	17.07.2020 13:42:19	Start		Administrator	Instrument 1	Acquisition	Ready - Ready to start run: Acquisition was started by user	Clarity 8.4.0.26 FULL, SN: 088-000888
16	17.07.2020 13:42:19	File		Administrator	Instrument 1	Files	Open File C:\Clarity-08-04-00-026\DataFiles\DEMO1\Calib\Exa...	Clarity 8.4.0.26 FULL, SN: 088-000888
17	17.07.2020 13:41:57	Calibration		Administrator	Instrument 1	Calibration	Noname.cal - Calibration has been discarded.	Clarity 8.4.0.26 FULL, SN: 088-000888
18	17.07.2020 13:41:56	File		Administrator	Instrument 1	Files	Open Chromatogram C:\Clarity-08-04-00-026\DataFiles\DEMO...	Clarity 8.4.0.26 FULL, SN: 088-000888
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21	17.07.2020 13:41:36	File		Administrator	Instrument 1	Files	Open File C:\Clarity-08-04-00-026\DataFiles\Common\Calibrati...	Clarity 8.4.0.26 FULL, SN: 088-000888
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23	17.07.2020 13:41:36	Calibration		Administrator	Instrument 1	Calibration	Noname.cal - Calibration has been created.	Clarity 8.4.0.26 FULL, SN: 088-000888
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27	17.07.2020 13:41:21	Acquisition		Administrator	Instrument 1	Detector	Colibrick - 1 (SN 1808): Method sent to sub-device.	Clarity 8.4.0.26 FULL, SN: 088-000888
28	17.07.2020 13:41:21	Acquisition		Administrator	Instrument 1	Acquisition	Method 'C:\Clarity-08-04-00-026\DataFiles\DEMO1\Demo1.me...	Clarity 8.4.0.26 FULL, SN: 088-000888
29	17.07.2020 13:41:20	File		Administrator	Instrument 1	Files	Open File C:\Clarity-08-04-00-026\DataFiles\DEMO1\Calib\Exa...	Clarity 8.4.0.26 FULL, SN: 088-000888
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33	17.07.2020 13:40:51	Acquisition		Administrator	Instrument 1	Detector	Colibrick - 1 (SN 1808): Method sent to sub-device.	Clarity 8.4.0.26 FULL, SN: 088-000888
34	17.07.2020 13:40:51	Acquisition		Administrator	Instrument 1	Acquisition	Method 'C:\Clarity-08-04-00-026\DataFiles\DEMO1\Demo1.me...	Clarity 8.4.0.26 FULL, SN: 088-000888
35	17.07.2020 13:40:51	File		Administrator	Instrument 1	Files	Save File C:\Clarity-08-04-00-026\DataFiles\DEMO1\Demo1.m...	Clarity 8.4.0.26 FULL, SN: 088-000888
36	17.07.2020 13:40:51	Method		Administrator	Instrument 1	Method Change	C:\Clarity-08-04-00-026\DataFiles\DEMO1\Demo1.met - Colibri...	Clarity 8.4.0.26 FULL, SN: 088-000888
37	17.07.2020 13:40:47	Acquisition		Administrator	Instrument 1	Detector	Colibrick - 4 (SN 1808): Method sent to sub-device.	Clarity 8.4.0.26 FULL, SN: 088-000888
38	17.07.2020 13:40:47	Acquisition		Administrator	Instrument 1	Detector	Colibrick - 3 (SN 1808): Method sent to sub-device.	Clarity 8.4.0.26 FULL, SN: 088-000888
39	17.07.2020 13:40:47	Acquisition		Administrator	Instrument 1	Detector	Colibrick - 2 (SN 1808): Method sent to sub-device.	Clarity 8.4.0.26 FULL, SN: 088-000888
40	17.07.2020 13:40:47	Acquisition		Administrator	Instrument 1	Detector	Colibrick - 1 (SN 1808): Method sent to sub-device.	Clarity 8.4.0.26 FULL, SN: 088-000888
41	17.07.2020 13:40:47	Acquisition		Administrator	Instrument 1	Acquisition	Method 'C:\Clarity-08-04-00-026\DataFiles\DEMO1\Demo1.me...	Clarity 8.4.0.26 FULL, SN: 088-000888
42	17.07.2020 13:40:47	File		Administrator	Instrument 1	Files	Save File C:\Clarity-08-04-00-026\DataFiles\DEMO1\Demo1.m...	Clarity 8.4.0.26 FULL, SN: 088-000888

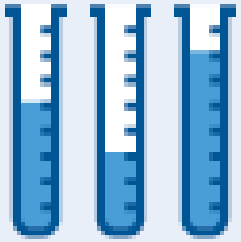
Follow Up Documentation

Make An Appointment

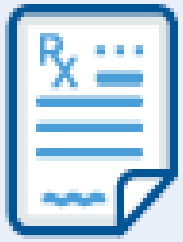
Request Refills

View Your Medical Records

Message Your Care Team



View Your Lab Results



Request and Access Referrals

Other Records

STICKY NOTES

Phone log

Contact name:
Phone number:
Date and time:
Call summary:

Follow-up required: [Need another page? Click the bottom of this page, go to the Insert tab, click Table and then Quick Tables. To delete this tip, just click it and start typing.]

Contact name:
Phone number:
Date and time:
Call summary:

Follow-up required:

Contact name:
Phone number:
Date and time:
Call summary:

Follow-up required:

Case Examples

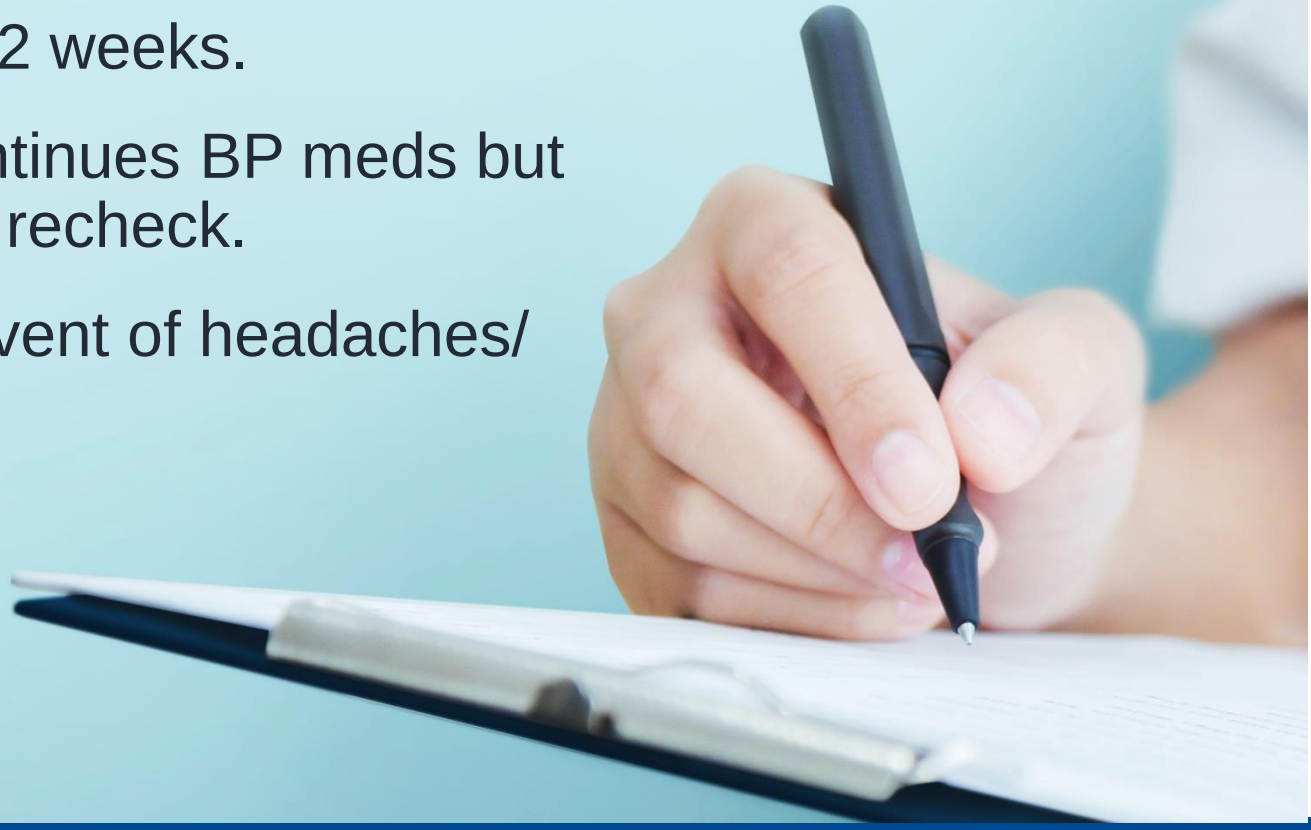
Common Case 1

- Labs were ordered in the Emergency Room.
- Patient was admitted and care transferred to Hospitalist or another specialty.
- Labs returned to ED Physician.
- No documentation that critical labs were sent to other providers.

Case 2

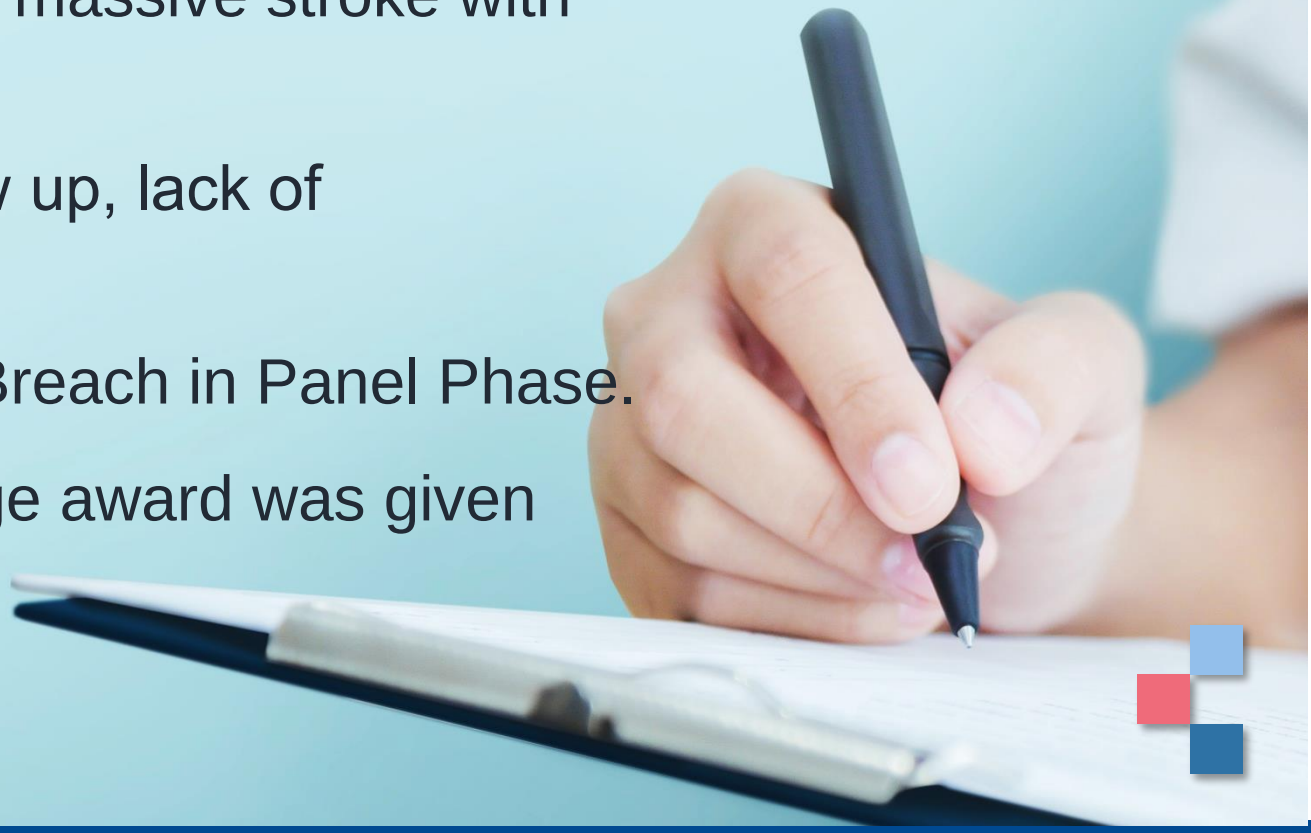
65 yr. old male presented to clinic with history of hypertension/hyperlipidemia for BP check and refill

- BP normal on visit.
- Patient advised off his BP meds for 2 weeks.
- PCP does not refill BP meds, discontinues BP meds but advises to return in two weeks for a recheck.
- No documentation to return in the event of headaches/ dizziness.



Case 2

- Weeks later, the patient experiences headaches, dizziness, and blurred vision. He does **not** call the clinic or attempt to make a follow-up appointment, **but he did send a portal message that was unanswered.**
- While at work patient experiences a massive stroke with paralysis on the right side.
- Plaintiff's theory was failure to follow up, lack of documentation.
- Physician received a finding of No Breach in Panel Phase.
- Jury rejected the defense and a large award was given including future medicals that exceeded the cap.



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Questions?

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MALPRACTICE ▪ GENERAL LIABILITY ▪ WORKERS' COMPENSATION

We want to hear from you!

https://www.surveymonkey.com/r/RCYLXYT

RURAL HEALTH WORKSHOP

Lunch and Learn: 12:00 p.m. – 1:15 p.m.

WELL-AHEAD

LOUISIANA RURAL HEALTH ASSOCIATION