

VMG Tips-How to do things:

Referrals:

- Try to refer internally whenever possible.
- Referrals are not needed for behavioral health. Internal referrals can be communicated by patient case.
- Referrals are not needed to chiropractic, most eye visits, dentists
- Referrals to Baystate Practices-patient will be called by Baystate to book.
- Referrals to Cooley Dickinson patient can call to schedule.
- Neuropsychology referrals are very limited. It is recommended patient find a provider and get an appointment and then ask for the referral to be placed. Testing is not helpful if patient has significant cognitive deficits.

Early Intervention:

- Refer to REACH-Servicenet

Prescribe the Y:

- Use order set

Partial Hospitalization or Walden:

- PCBH can help but patient usually has to make the phone call.

Life Path Chronic Disease Self-Management Classes (Franklin County):

- Use Chronic Disease Management Referral-Lifepath

Lab:

- Make sure that you have 329 Conway Street address for VMG lab.
- Make sure that labs that you order meet medical necessity.
- Use specific diagnosis codes
- Do not order screening labs for Medicare patients (in general) unless you explain that they may have to pay.
- Explain lab result process to patients: Labs published to the portal when available. If patient has upcoming visit labs will be discussed at that visit. Providers may make notes on labs and send to the portal. If severe abnormality office will contact patient to discuss plan.

Radiology:

- Make sure that you have 31 Hall A address for VMG Radiology.
- Use the most specific diagnosis possible. Consider adding history to the order so that radiologist can help get the best study.
- Use rule out for Stat CT or MRI

CT and MRIs:

- Choose the hospital that you want to get the test done at prior to ordering.
- If needs oral contrast use order set "readicat".

Stress Tests/Pulmonary testing:

- Use order sets under BFMC or CDH cardiology/pulmonology

Holter monitors:

- See Policy
- Nursing does order: RCS for non-mass health/BCBS patients.
- Read and annotate with tools.
- Notify the patient with results and next steps

ABI:

- Policy and training-reviewed and completed. Signed.
- Order at VMG.
- Read and annotate with tools.
- Notify patient of results and next steps

EKGs:

- Approval for independent interpretations by team leader or VMG preceptor.
- Read and annotate with tools.

ECHO and cardiac testing:

- Use Order sets

Sleep Studies:

Home sleep study or referral to sleep medicine.

Home studies need to be reviewed and if OSA equipment ordered DME order.

DME:

- In general any DME order will need your note to include medical necessity. Ask staff to send note and DME order to supplier.

Oxygen:

- Need to have O2 evaluation in house or at hospital.
- Use DME Order set to capture necessary data.
- DME order and note need to be sent to supplier.

Osteoporosis:

- FP for oral medication use VMG EP vs Endo SMA for patients that need further consult or meds-send case to endo.

VMG EP-Encounter Plans:

- Multiple encounters for urgent problems and disease management.

Psych Department referrals-

- Send information via patient case to PCBH.

At risk pediatric referrals/DCF cases

- Send case to PCBH for referrals and make note in "alert".

Pedi ECHO

- order through pediatric cardiology with note that only ECHO is needed.

EEG:

- order through hospital

Home Health Certifications and recertifications:

- Annote and then "leave to billing".
- Other VNA orders sign and submit by Athena fax.

Mandated Reporting:

- Call local DCF office. Get report online.
- Call Adult Protective Services for adults.

VMG Shared Medical Visits:

- Send message to leader of specific SMA

TCMS:

- Check for message titled "TCMS" bill based on how many days post d/c.