

## VMG Tips-How to do things:

### Referrals:

- Try to refer internally whenever possible. We have PT at all centers. Podiatry in AMC, NHC, GHC. Surgical Podiatry GHC. Sports Medicine. Endocrine AMC, EHC, GHC. Nutrition. Diabetes educator. Behavioral Health.
- Referrals are never needed for behavioral health. Internal referrals can be communicated by patient case.
- Referrals are not needed for chiropractic, most eye visits, dentists. Please do not generate them for these.
- Referrals to Baystate Practices-patient will be called by Baystate to book appointments.
- Referrals to Cooley Dickinson patient can call to schedule visit but notify that it may take a few weeks for the documents to get to their practice.
- Neuropsychology referrals are very limited. It is recommended patient find a provider and get an appointment on their own and then ask for the referral to be placed. Testing is not helpful if patient has significant cognitive deficits.
- Barry Krinsky does ADHD evaluations internally.

### 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 and "Valley Medical Group Lab" address for VMG lab in any location.

- Make sure that labs that you order meet medical necessity. You will see a note at the bottom of the lab in red if it does not.
- Use specific diagnosis codes. The more specific that better.
- 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 drawn at VMG are published to the portal when available. The patient will not be notified. If patient has upcoming visit labs will be discussed at that visit. Providers may make notes on labs and send to the portal (patients will receive a notification). If severe abnormality office will contact patient to discuss plan.

#### Radiology:

- Make sure that you have 31 Hall Dr address and "Valley Medical Group (Imaging)" for VMG Radiology in any location.
- 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 – first step 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 under bfmc/cdh order sets

#### Sleep Studies:

Home sleep study or referral to sleep medicine.

Home study results need to be reviewed by ordering provider and if OSA equipment ordered use 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:

- Patients receiving oral medications for osteoporosis can be managed in FP. When you see patients you can use VMG Osteoporosis EP.
- If you have a patient that doesn't tolerate oral or wants to see endo refer for the Endo Osteoporosis SMA by sending a case to Nurse Team Leader Endocrine-Lindsey Towne.

#### VMG EP-Encounter Plans:

- Multiple encounter plans developed for urgent problems and disease management. These are launched via "Reason for Visit"

#### Psych Department referrals-

- Send information via patient case to PCBH and they will facilitate the patient getting SMH (specialized mental health visit)

#### At risk pediatric referrals/DCF cases

- Make note "DCF involved in care" in alert banner.

- At risk pediatric patients with Mass Health need to be tracked and referred to CBHI. Please send case to PCBH.

#### Pedi ECHO

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

#### EEG:

- order through hospital

#### Home Health Certifications and recertifications:

- Annotate with signature/date and then "leave to Review to billing".
- Other VNA orders sign and submit by Athena fax.

#### Mandated Reporting:

- Call local DCF office. Get report online and submit within 24 hours.
- Call Adult Protective Services for adults and submit report.

#### VMG Shared Medical Visits:

- We have SMAs for Lifestyle Medicine, Persistent Pain, osteoporosis, CBT-I.
- Send message to leader of specific SMA so that patient can be enrolled.

#### TCMS:

- Check for message titled "TCMS" and bill based on how many days post d/c.
- Make sure to load the TCMS-EP for the visit when you see the patient