

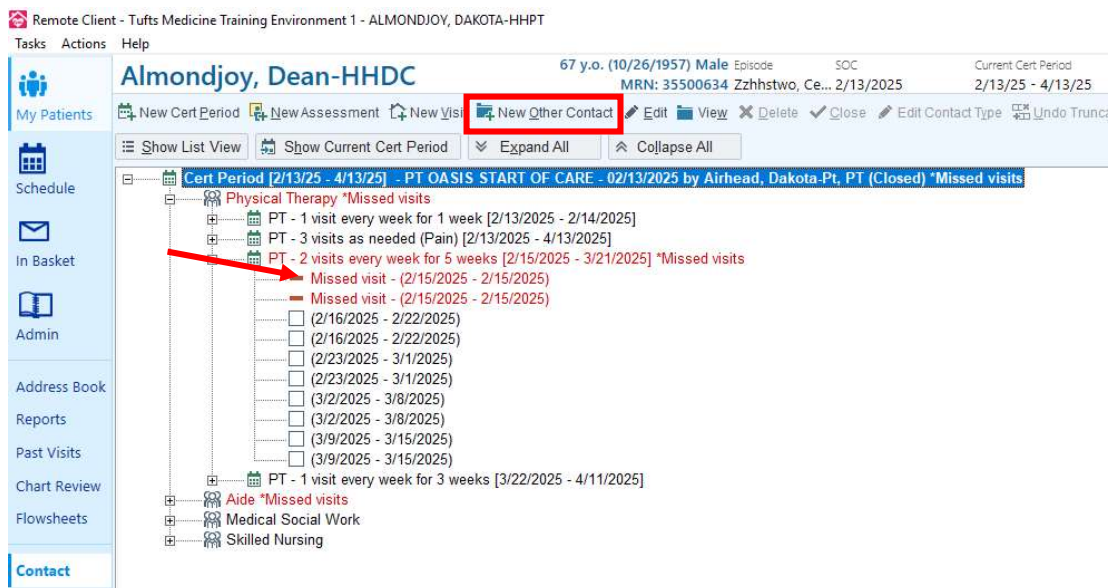
EpicEdge Tips & Tricks

Adding and Documenting Missed Visits in Remote Client

When a visit in a visit set is missed, it will appear in red in the Contact list (tree view). If the visit will not be rescheduled, complete the visit set requirement by adding and documenting a Missed Visit.

Add New Other Contact

1. To add a Missed Visit select **New Other Contact** from the Contact Activity.



2. Select the appropriate Missed Visit **Contact Type** and enter the **Date** the visit should have been completed, then **Accept**. Now you are ready to document the Missed Visit.

The screenshot shows the 'Create Contact' dialog box. The 'Provider' field is set to 'ALMONDJOY, DAKOTA-HHPT'. The 'Contact Type' field is set to 'PT MISSED VISIT NOTES' and is highlighted with a red box. The 'Date' field is set to '2/15/2025' and is also highlighted with a red box. The 'Accept' button is highlighted with a green checkmark.

Document the Missed Visit

1. Open the missed visit contact
2. Document the **Admin** form. If there was no transit time, enter the start as one minute before the visit and end at the same time. Add 0 miles. If you drove to the place of service document the actual transit time and mileage.

3. Notify internal physicians of the missed visit using the **Case Communication Form**.
 - a. Select **New Case Communication**
 - b. Enter the physician's name in the **Route To** field.
 - c. Enter the message you want to send to the physician, then Accept.

Zzhhtdc, Revisit 67 y.o. (9/26/1957) Male Episode SOC Current Cert Period: 1/14/25 - 3/14/25 Patient FY Heart F
MRN: 35493554 Zzhhtwo, Ce... 1/14/2025

PT Missed Visit Notes (1/16/2025) - Case Communication

New Case Communication

Route Encounter

This message will be sent when the patient is next synchronized.

Route To:

Seeger, Marty, MD (Attending) | McQueenie, Diana, MD (PCP) ▼

Priority:

Comments:

This message will be available in the Chart Review encounter summary report.

Save message as note

4. Document the **Missed Visit** form.
 - a. Select the **Missed visit reason**.
 - b. If the physician is not an internal physician, then contact the physician's office to notify them of the missed visit.
 - c. Document the **Date** and **Time** of the communication with the physician
 - d. Document who you **Spoke to**
 - e. Document if you **Left message if no answer** when applicable
 - f. Answer the **Notified MD?** question
 - g. Document why the visit was missed in the **Comments**

Remote Client - MST Environment - HOMEHEALTH, PHYSICAL THERAPIST

Tasks Actions Help

Zzhhtdc, Revisit 67 y.o. (9/26/1957) Male Episode SOC Current Cert Period: 1/14/25 - 3/14/25 Patient Pfts: Heart Failure Readmis...

PT Missed Visit Notes (1/16/2025) - Missed Visit

Add/Remove Forms

Time/Charges/POS

Admin

Place of Service Entry

Missed Visit

Missed Visit

Communication

Case Communication

Communication Notes

Address Book

Reports

Past Visits

Chart Review

Flowsheets

Contact

Medications

Allergies

DME

Care Plan

Missed visit reason: unable to reach patient family emergency no auth no order inpatient patient went to ER/urgent care other appt(s) patient refuses patient unavailable patient on hold religious/holiday observance unable to contact patient to schedule the visit weather-related other (see comments)

Date:

Time:

Spoke to: patient spouse caregiver family member other (see comment)

Left message if no answer? Yes No

Notified MD? Yes No

Comments

5. **Sign and Close** the contact.

Note: There are other acceptable ways to add Missed Visits.

1. If you started the Home Visit before you realized it was going to be a missed visit, you can edit the contact type from the Schedule to make it a Missed Visit, then document the appropriate Case Communication and/or Missed Visit Forms instead of adding a New Other Contact.
2. You can change the visit you started to a Contact Made in Error, then proceed with adding the Missed Visit as a New Other Contact as described above.
3. You can edit a scheduled visit on your schedule to change it to a Missed Visit contact type, then proceed with documenting that missed visit. This method may not work if too much time has passed between the date the visit was scheduled and when the visit is being edited.