**Tips&Tricks** **EpicEdge** **Tufts**Medicine

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# Home Health Non-Admit

**Intake Workflows**

## Episode Not Created

1. Intake will receive notice that the patient is not going to be having home health services.
2. Access the referral from the correct workqueue or from Referral Entry.  To access Referral Entry for the steps below:
   a. Click **Epic**.
   b. Click **Referrals>Referral Entry**.
   c. Find the patient.
   d. Select the Referral and click **Accept**.
3. Change the **referral status** to Denied.
   a. Document a Denied reason
4. Click **Accept** to close the referral.
   a. If the patient was in a WQ, the patient will be removed from the WQ.

## Intake started and Episode Created; patient not yet seen

 Follow this process for when a patient is to be a non-admit to home health when they have not been seen by a provider.

1. Intake will receive notice that the patient is not going to be having home health services.
2. Click **Home Health Intake**
3. Find the patient.
4. Click the **Episode Name** form.
5. Change the Patient status/Discharge Disposition to DISCHARGED TO HOME OR SELF CARE (ROUTINE DISCHARGE) [01]
6. Click **Referral Information** form.
7. Click **Edit Referral** link.
8. Click ✏ **Edit**.
9. Change the **referral status** to Denied or Closed.
   a. Document a Denied reason
   b. Document a Closed reason.
10. Click **Notes** form.
11. Click New.
12. Add a general note with the reason the patient.
13. Document the note.



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14. Click **Accept Note.**
15. Click **Accept** to close the referral.
16. Close the Referral Action window.
17. Click **Care Team Information** form.
18. Click 🚑 **Discharge**.
19. Discharge the episode
20. Click **Yes** to answer "Are you sure you want to discharge this episode?"
21. Click **Ok** for the "Patient has been discharged."
22. Click **No** "Do you want to send a discharge Summary?"
23. In the Discharge Reason field document a Non-Admit reason.
24. Click ✔ **Finish**.

## Patient has appointment schedule

### Field Clinician Workflow

As the field clinician, when you realize the patient wont' be admitted to Home Health, you'll follow these steps.

1. Click **Contact** task.
2. Single click on the visit.
3. Click **Edit Contact Type** in the toolbar.
4. Change the contact type to a Non-Admit contact type.
5. Open the Non-Admit contact
6. Click **Case Communication** form.
7. Click ➕ **New Case Communication.**
8. Route to people on the Care Team and Intake.
9. Document a note in the Comments field.
10. Click ✔ **Accept.**
11. Click **Admin** form.
12. Verify the Type of Service to **Visit Non-Billable.**
13. Document **Transit start** and **End time.**
14. Document **Visit start** and **end time.**
15. Click **Travel and Exposure Screening** form and document appropriately.
16. Click ✔ **Sign and Close**.
17. Enter your password.
18. Click **Yes** to cancel any future appointments.
19. Click 🔄 **Sync** patient.

### Clinical Manager Workflow

Accessing and completing from the In Basket

1. Click 📧 **In Basket.**
2. Click **Home Care Case Communication** folder.

3. Click on message to read it.

> ✉ **Message**                                           Received: Today
>
> Sasha-Rn Abbazaba, RN ➡ Intake Homehealth, RN, RN
> Non-Admit.

> 🩺 **SN Non-Admit**                                           4/12/2022
> Encounter Summary
>
> Provider                                                   Department
> Sasha-Rn Abbazaba, RN                                  TMCAH HH MALDEN

4. Intake will notify the clinician and team manager in charge of care.
5. Click **Home Health Intake**
6. Find the patient.
7. Click the **Episode Name** form.
8. Change the Patient status/Discharge Disposition to DISCHARGED TO HOME OR SELF CARE (ROUTINE DISCHARGE) [01]
9. Click **Referral Information** form.
10. Click **Edit Referral** link.
11. Click ✏ **Edit**.
12. Change the **referral status** to Denied or Closed.
     a. Document a Denied reason
     b. Document a Closed reason.
13. Click **Notes** form.
14. Click New.
15. Add a general note with the reason the patient.
16. Document the note.

> ⭐ | **B** 🔍 ᵃᵇᵍ ↺ 🗩 ➕ | Insert SmartText 🖼 | ⬅ ➡ ➡ 🔄
>
> Patient will not be receiving home health services.|

17. Click **Accept Note.**
18. Click **Accept** to close the referral.
19. Close the Referral Action window.
20. Click **Care Team Information** form.
21. Click 🚗 **Discharge**.
22. Discharge the episode and enter a non-admit reason.
23. Click **Yes** to answer "Are you sure you want to discharge this episode?"
24. Click **Ok** for the "Patient has been discharged."
25. Click **No** "Do you want to send a discharge Summary?"
26. In the Discharge Reason field document, a Non-Admit reason.
27. Click ✔ **Finish**.
28.

## Accessing and completing from the Workqueue
1. Click Patient Workqueue tab.

2. Open workqueue 2002 Non-Admits Ready for Discharge
3. Click **Intake**
4. Click the **Episode Name** form.
5. Change the Patient status/Discharge Disposition to DISCHARGED TO HOME OR SELF CARE (ROUTINE DISCHARGE) [01]
6. Click **Referral Information** form.
7. Click **Edit Referral** link.
8. Click ✏ **Edit**.
9. Change the **referral status** to Denied or Closed.
   a. Document a Denied reason
   b. Document a Closed reason.
10. Click **Notes** form.
11. Click New.
12. Add a general note with the reason the patient.
13. Document the note.



**14.** Click **Accept Note.**
15. Click **Accept** to close the referral.
16. Close the Referral Action window.
17. Click **Care Team Information** form.
18. Click 🚗 **Discharge**.
19. Discharge the episode and enter a non-admit reason.
20. Click **Yes** to answer "Are you sure you want to discharge this episode?"
21. Click **Ok** for the "Patient has been discharged."
22. Click **No** "Do you want to send a discharge Summary?"
23. In the Discharge Reason field document, a Non-Admit reason.
24. Click ✔ **Finish**.

# Billing Workflows

1. Access DNB Workqueue
2. Review account status.
3. Confirm that account can be closed as non-admit.
4. Close the account.