

TEAM MEETINGS

HCS: When our patients are signed onto Hospice, we order multiple DME items for them at times. (i.e. hospital bed, commode, OBT, transport chairs etc.).

When a patient becomes “bedbound”, OR is transferred to the Hospice House at EOL, it is the Case Managers responsibility to contact HCS (or myself) to have the un-used equipment picked up. (transport chair, commode, or whatever the item may be that is no longer being used). This process can save MVH in DME charges from HCS.

Secondly, when requesting that I order DME for you, I need information as to “why” the patient is requiring a hospital bed, app, OBT, LAL mattress, O2 (liter flow/PRN/continuous). HCS asks me these questions, I need to know how to appropriately answer. I will ask HCS for a list of DME criteria and pass it on.

LTPS & HCS DEATH NOTIFICATIONS: When a Nurse pronounces a patient, it is your responsibility to notify LTPS & HCS of the patients passing.

Every morning I notify them via e-mail of deaths & discharges, however, I am the secondary notification to the vendors.

HCS then contacts the patients next of kin to arrange for DME to be picked up. This is the workflow, so you do not have to call me to have the equipment picked up, there is a process in place. You can inform your family members that HCS will be calling to schedule a day and time that is convenient for them.

If a patients family requests same day pick-up, the request must be approved by your manager (I get notified of the request), as HCS charges us for same day pick-up.

BYRAM ORDERS: Byram supplies must be ordered in 2 week quantity. If you are requesting that I order supplies for you, I need specific numbers. (i.e. (14) kerlix, (1) box of medium gloves, (28) sterile 4x4's, etc.).

Requests to “just order what was ordered the last time” will not be accepted.

Orders placed prior to 3pm will be delivered next day. After 3pm will be delivered in 2 days. Orders placed prior to 3pm on Friday will arrive on Monday, orders placed after 3pm on Friday will arrive on Tuesday.

EMAILED REQUESTS: I have been receiving e-mailed requests for orders with just a last name in the e-mail heading. Please include the patients full name in your request as it is difficult to find the patients with just a last name.

I am here to help you folks, but need your help in making these processes work smoothly.

If you have any questions, please feel free to ask.

Thanks in advance & much appreciation,

Bobbi Stewart