Frailty Process Overview

1. Dietitian completes Frailty assessment and forwards recommendations to TC to arrange PT/OT
2. TC enters order for TBC (SW) to arrange PT/OT
3. TC notifies TBC order is placed via EPIC Staff Message
   a. EPIC Staff Message will be sent to all TBCs
4. TBC will arrange PT/OT within 24-48 hrs from receipt of order
   a. TBC working in the clinic will be responsible for completing order
   b. If order is received and TBC is unable to complete, and update will be provided to the TBC who will need to follow up
5. TBC will respond to TC original EPIC Staff Message to inform them of order status
   a. Reply will include date arranged & provider information
   b. If unable to arrange reason will be stated
   c. Note will also be routed to Dietitian

❖ If a patient is denied at Selection but has been identified as being Frail, TC will inform Physician Team who will then be responsible to arrange PT/OT or send recommendations to patient's PCP.
❖ If PT/OT has been arranged for patient prior to being seen by TBC, any follow up related to the arrangements will be managed by the ordering individual.
❖ TC responsible for getting HHC orders signed. (These are the orders that are sent to the TBCs once patient has been on HHC. These orders require the signature of the ordering Physician)
❖ TBC will request HHC send progress notes when HHC order is sent for signature.

Notes:
1. When PT/OT order is sent TBC will provide fax# in TC office for HHC order and progress notes to be sent directly to TC fax.
2. Hellen has granted access to all the TBCs to allow them to amend the actual Frailty note that the TC and Dietitian document in. The TBC will also document order status in the Frailty note as well.

<u>This will be a part of the standard fax cover used to send to providers</u>.

Attached is the order for PT/OT for the patient listed below.
Patient:
DOB:

Please return HHC Order/Face to Face to be signed to 214.947.4436.
Please include HHC progress notes or discharge summary with order.

N.Bias