

Element 1.B

After-Hours Access

PCMH 1: Enhance Access and Continuity (20 points)

ELEMENT B: After Hours Access (4 points)

The practice has a written process and defined standards, and demonstrates that it monitors performance against the standards for:	NOT DONE	BEGUN	DONE AND IN BINDER	WORK PLAN
1. Providing access to routine and urgent-care appointments outside regular business hours – Practice offer evening and or weekend hours. Documentation includes the policy and schedule demonstrating these hours and that they are filled at least 5 consecutive days. Can use a walk in care but this should be spelled out in policy and able demonstrate use			✓	Monday / Friday after 2:pm daily walk in time proof of hours/website browser and, don't sign, website
2. Providing continuity of medical record information for care and advice when the office is not open documented policy for how a practice makes medical records available after hours			✓	Schedules in IA notification of hours
3. Providing timely clinical advice by telephone when the office is not open system when the office is not open (Critical factor—must have for ≥50%) – Policy and report/audit			✓	See log for IA
4. Providing timely clinical advice using a secure, interactive electronic - Policy and report/audit			✓	See log for IA
5. Documenting after-hours clinical advice in patient records. Sample documentation includes: 3 examples of phone notes where clinical advice is given after hours and Policy. If another practice covers do they complete a coverage note and fax to patients practice to be included in Medical record			✓	after hours phone note [X] [X] [X]

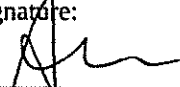

- 100% - The practice meets all 5 factors, including factor 3
- 75% - The practice meets 4 factors, including factor 3
- 50% - The practice meets 3 factors, including factor 3

- 25% - The practice meets factor 1-2 factors
- 0% - The practice meets no factors

1B
1, 2, 3, 5

Bennington Project

**Avery Wood, MD
Policy & Guidelines**

Policy # Policy Title: Call Coverage	Developed by: Avery Wood, MD	Approved by: Avery Wood, MD
Origin date: 5-2010 Revised date: 10-2013 Reviewed date:	Signature: 	Signature: 

I. Purpose:

A physician or provider will be available to respond to patients with an urgent issue 24 hours a day, 7 days a week

II. Scope:

A physician or provider (on-call physician) will be available via the telephone when the practice is closed.

III. Responsibility:

Dr. Wood is available to her patients by cell phone or pager as a general rule.

When she is out of town, special arrangements for coverage are made by her.

IV. Policy

1. When the practice is closed, the phone message will tell the patient how to contact Dr. Wood or the physician or provider covering for her.
2. The patient will call Dr. Wood or the covering physician or provider.
3. Dr. Wood or the covering physician or provider will contact the patient within 30 minutes.
4. Dr. Wood or the covering physician or provider will document the call and medical advice in the EMR.

Sign on door

Office of Dr. Avery Wood

Walk-In: 7:30 to 8:30 am

Appointments until 2 pm - sometimes later

Closed for lunch

In case of emergency, please call 911.

If you have an urgent concern, you may

reach me at (802) 379 - 5126.

18,1

Office hours.

Monday to Friday 7:30 am to 2 pm and as needed

Walk-in time from 7:30 to 8:30 am - Closed holidays and weekends

For secure email and on-line scheduling please go to

www.averywoodmd.net

*Back of
business
card*

1B, 1

☞ Avery Wood MD ☞

FAMILY MEDICINE

PO Box 726 ~ 10 Bank Street

North Bennington, Vermont 05257

Phone and Fax: 888-421-6801

Office email: AW@averywoodmd.net

*See reverse
of card
for business
hours*

Avery Wood MD - Family Medicine

Welcome

My Practice

Making an Appointment

Medical Information and Tools on the Internet

Community Resources

Frequently Asked Questions

Forms

PO Box 726 - 10 Bank St - North Bennington, VT 05257

Phone and Fax 888-421-6801

averywoodmd@onebox.com

Office Hours and Urgent Contact Information:

Monday to Friday 7:30 am to 2 pm and as needed

Walk-in-time: 7:30 – 8:30 am for established patients

If you have an **urgent concern** or need to speak with me after hours, please call my cell phone: 802-379-5126

If you have a **true emergency**, please do not wait for me - call 911 or go to the closest emergency room

To access the secure patient Portal:

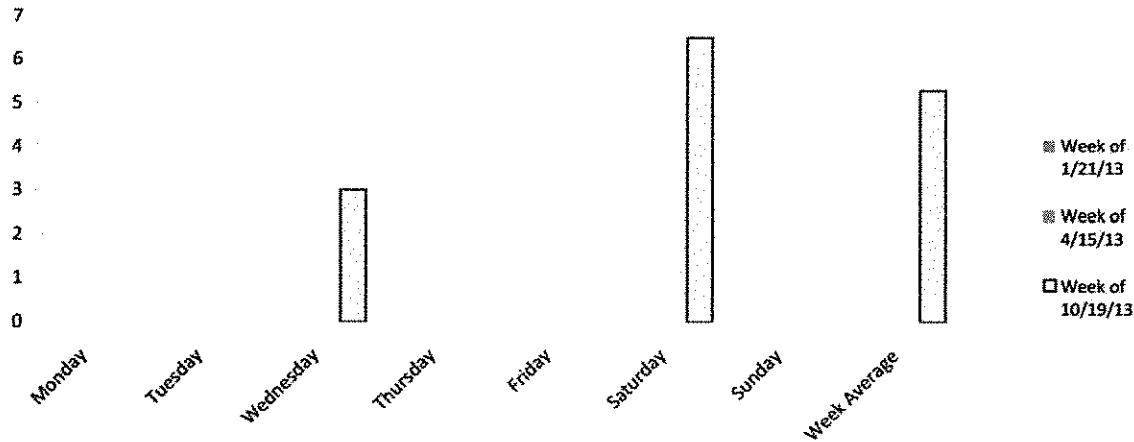
CLICK HERE TO SCHEDULE AN APPOINTMENT

CLICK HERE TO SEND A SECURE EMAIL

When I will be away:

Please be aware: The office will be closed for the 4th of July Holiday both July 4th : will be checking messages on Friday afternoon. If you have an urgent concern, ple: my cell phone: 802-379-5126. Thank you, Avery Wood MD

Number of Minutes to Return a Telephone when On-Call



Time period for January and April all calls were picked up immediately - no calls to return

Telephone Response Time in Minutes	Monday 1/21/13	Tuesday 1/22/13	Wednesday 1/23/13	Thursday 1/24/13	Friday 1/25/13	Saturday 1/26/13	Sunday 1/27/13	Total
Week of January 21, 2013	0	0	no calls	no calls	no calls	no calls	no calls	
	0	0						
	0	0						
	0	0						
	0	0						
	0	0						
	0	0						
	0	0						
Total Minutes	0	0						
Total Calls	7	8						15
Average Response Time	0	0						0
Range	0 to 0	0 to 0						0 to 0

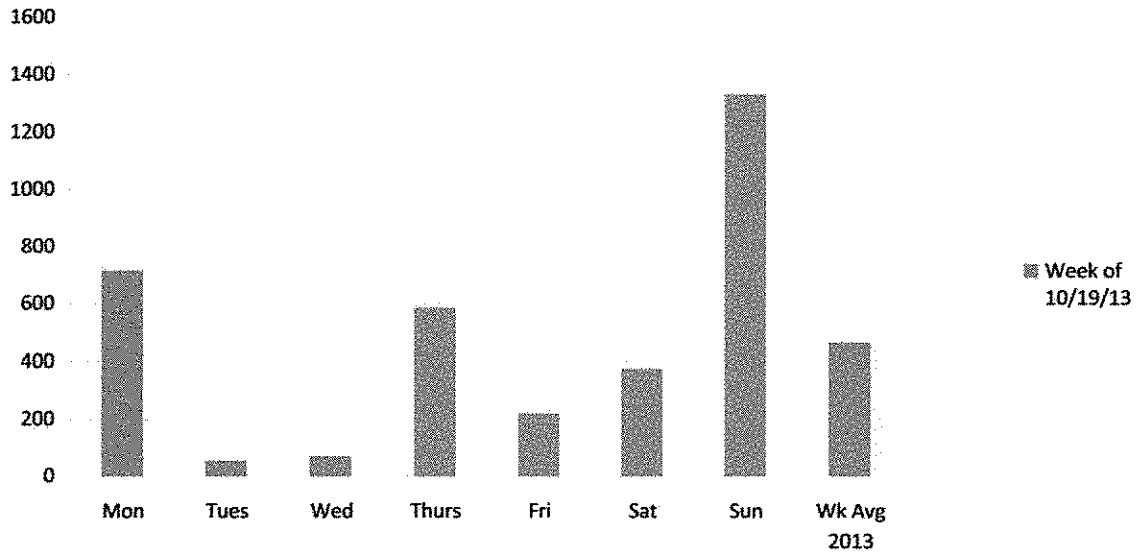
Telephone Response Time in Minutes	Monday 4/15/13	Tuesday 4/16/13	Wednesday 4/17/13	Thursday 4/18/13	Friday 4/19/13	Saturday 4/20/13	Sunday 4/21/13	Total
Week of April 15, 2013	no calls	no calls	0	no calls	0	0	*no data	
			0			0		
Total Minutes			0		0			0
Total Calls			2		1	2		5
Average Response Time			0		0	0		0
Range			0 to 0		0 to 0	0 to 0		0 to 0

* missed one call for med refill, emailed in med as it was after hours

Telephone Response Time in Minutes	Monday 10/21/13	Tuesday 10/22/13	Wednesday 10/23/13	Thursday 10/24/13	Friday 10/25/13	Saturday 10/19/13	Sunday 10/20/13	Total
Week of October 19, 2013	no calls	no calls	3	no calls	no calls	5	no calls	
						8		
Total Minutes			3			13		16
Total Calls			1			2		3
Average Response Time			3			6.5		5.3
Range			3			5 to 8		0 to 0

Goal: Emails sent AFTER business hours will be responded to
 within 1 business day (24 hrs or 1440 minutes)

Email Response for Email Sent AFTER Business Hours (in minutes)



Emails AFTER Business Hours	Monday 10/21/13	Tuesday 10/22/13	Wednesday 10/23/13	Thursday 10/24/13	Friday 10/25/13	Saturday 10/19/13	Sunday 10/20/13	Total
Week of October 19, 2013	764	108	10	587	221	376	1336	
	670	2	130					
Total Minutes	1434	110	140	587	221	376	1336	4204
Total Emails	2	2	2	1	1	1	1	10
Average Response Time	717	55	70	587	221	376	1336	467.1
Range	670 to 734	2 to 108	10 to 130	587	221	376	1336	2 to 1336

reply**from:****date:** Oct 23, 2013 8:58:15 PM

Thanks doc... I'm good with watching... The easiest pharmacy is RiteAid in North Adams Ma.

*family clinical
advice -
electronic*

(through my secure portal)

from: Avery Wood MD**date:** Oct 23, 2013 6:13:18 PM

Hi

Thanks for the excellent photo. It looks to me like that tick has been on for several days but I think that amount of redness is likely a local reaction to the bite and not actually Lyme. If it is just a local reaction it should not get significantly bigger and if it is Lyme then it will continue to expand. Rule of thumb - local reaction is less than a quarter and Lyme larger than you palm.

What to do? I recommend doing one preventative dose of doxycycline tomorrow which I will call in and then observe (for month as it can take that long for the infection to develop. If you get an unusual head ache, the rash expands, fever, unexplained fatigue then I should see you and consider a full course of Lyme antibiotics.

How does that sound? Dr Anselmo will be in for walk in time and I will be back late in the afternoon - I will be at a conference the rest of the day. You could come in at either end of the day if you would like to be seen and have a conversation.

Avery

PS what pharmacy do you use?

k

wrote on Wednesday Oct 23rd, 2013 at 4:20 pm

hi doc, I noticed a tick on my arm today in the shower... from the look of the site, it would appear the nasty little bugger gave me Lyme. I took a picture and saved the tick {I'll send that via email as this form doesn't seem to support attachments}. How do you prefer I proceed? Thanks

1B4
com 4

from: I

date: Oct 24, 2013 12:09:45 PM

Just took the meds... a bit less than 24hrs from tick removal... I'll let you know if rash or x develops... kb

from: [REDACTED]

date: Oct 24, 2013 10:23:00 AM

Thanks... I will go this morning... kb

from: Avery Wood MD

date: Oct 24, 2013 5:45:56 AM

I sent the script there - it needs to be taken with in 72 hours of removing the tick - the sooner the better.

AW

wrote on Wednesday Oct 23rd, 2013 at 8:58 pm

Thanks doc... I'm good with watching... The easiest pharmacy is RiteAid in North Adams Ma. {(413) 663-5270} kb

documentation of
after hours
phone call
IBS

Avery Wood MD
10 Bank Street
PO Box 726
North Bennington, VT 05257
Phone 888-421-6801 Fax 888-421-6801

ADDENDUM

Saturday September 28, 2013 12:00 AM

Note Type: Addendum

Subject: PC re swallowing lego

Mother reports just swallowed a small red ting - she thinks it is a small lego.
He is well - no indication of pain.

A: Not likely to cause any harm

P: We discussed s/sx of bowel obstruction. SHE will call if decreased appetite, abd pain, N/V or any other concern

AW

Avery Wood, MD
Electronic Signature

165

documentation
phone advice
after hours
165

Avery Wood MD
10 Bank Street
PO Box 726
North Bennington, VT 05257
Phone 888-421-6801 Fax 888-421-6801

ADDENDUM

Friday August 2, 2013 04:23 PM

Note Type: Addendum

Subject: pc re sleepiness, after hours

Pt reports that since switching to nexium she sleeps so soundly that her phone does not wake her. Reports that there is no change in her reflux and that she only sleeps for 20 at a time

A: unclear if nexium is playing a role as this is an atypical side effect

P: will switch back to omeprazole for the weekend and update me on Monday with a response

I also gave her central scheduling's number so she can change the time of her ultrasound.

AW

Avery Wood, MD
Electronic Signature

documentation of
after hours phone
call
(documented the next
morning)
1B5

Avery Wood MD
10 Bank Street
PO Box 726
North Bennington, VT 05257
Phone 888-421-6801 Fax 888-421-6801

ADDENDUM

Thursday July 25, 2013 04:53 AM

Note Type: Addendum

Subject: PC re on going chest pain

Pt calls last night to report on going pain in her chest. She has restarted the vitamin D and calcium but has not gotten relief. She reports pain is not worse - it is just not going away. It is not clear why she is calling me so late other than she is frustrated with not getting better. She also continues to have trouble eating and believes she has lost more weight. This is also not worse today.

A; on going chest pain and n/v

Her pain has been attributed to osteomalacia related rib fractures. She had initially improved greatly with calcium and vitamin D going from being wheelchair bound by the pain to ambulating and doing all her ADLs again. She had stopped this treatment and restarted and her improvement has not continued.

She has been dx w/ diabetic gastroparesis and her n/v has been attributed to this compounded by need for narcotic with fracture pain. However this appears to not be improving with less narcotic use.

P;

repeat chest/rib x ray,
check vit D, Ca and other labs
schedule F/u when I return on Monday
AW

Avery Wood, MD
Electronic Signature