

Weekly Provider Luncheon Meeting Minutes

Monday, June 21st, 2021

Conference Room #1 – 1:15-1:45 (Lunch starting at 12:45)

Conducting – Theron

Attended 12 online and 12 in person

1. **Introduction of Ben Van Leeuwen, MD, Psychiatry.** Dr. Ben Van Leeuwen (yes, son of Neil) will start seeing patients on July 6th in the Layton main building.
2. **Board Elections** – round three of Board Election voting will begin today. Please ensure you vote. Contact Brandi with any questions.
3. **Board Meeting Review** – For lack of time, Theron postponed to next week.
4. **Leadership Presentation** – Debbie Shelledy, Jaimie Jensen, and Sariah Buck: Coding Focus. Sariah is the new Documentation Improvement Specialist that will review your documentation and then work with you to improve. This constant service has been requested by providers many times over the years. Mostly we feel docs don't bill to their documentation capacity, while there are likely some who bill more than they document they did. Sariah will help you even all of that out. She will reach out via email to set up appointments to discuss areas of improvement that she finds through her reviews. If you have any questions, please reach out to her at ext. 4793
5. **EMR Training** – Dr. Mike Kirkham. (one in a series of presentations to reduce provider documentation time)
NextGen will be introducing Narrative text fields to all SOAP panels as the new billing guidelines are no longer based upon click counting HPI, ROS, Exam content to justify billing level. Billing level is now to be determined by acuity of problems addressed and time spent with patient with more of a focus on narrative content.

EMR DATA Input options:

- a. Tanner Clinic transcription (data doesn't merge with EMR data, saved as text document)
- b. Keyboard/mouse
- c. Voice Recognition (Fluency, Dragon, Nextgen Mobile, other)
- d. Scribe services – on site vs virtual scribe services such as NextGen Mobile and 3rd Party Scribe EMR.

6. **Additional items not in the meeting:**

- i) Summer Parades – Strong encouragement for physician and staff participation in the parades to be held in your clinic's city. See Marketing or Admin on how to participate
- ii) Internal referral program – The program is up and running for all, gaining momentum and desired effectiveness. Process – submit patient referral via template, Scheduling team

receives it and contacts patient to get patient scheduled with specialist, feedback given to referring provider to complete the loop. Status update from Becky on this:

The goal is outreach to patients within 3-4 days. Currently at 10 days. Initially, we simply did not have enough schedulers trained to have a turnaround time of 3-4 days like we had hoped. After training 3 more schedulers, I am confident we will get to the 3-4 day turn around. I encourage Providers to continue to check in with me as we have found that some of the referrals were entered in incorrectly and had NOT come to our Inbox (due to user error). Working on this. Or if there is an URGENT matter there is nowhere to mark the referral Urgent but if they let me know, we can reach out to the patient as quickly as possible.

- iii) DEA Scam Warning – At least one of our docs received a call, through the clinic, from supposed DEA agent, threatening DEA action. See attached press release on the scam. Note – DEA will never call over the phone demanding money or asking for personal information.