



TITLE: Alternative Types of Encounters
DIVISION: Ambulatory Care Network
SERVICE AREA/ UNIT: Patient Center Medical Home

Policy & Procedure Number	ACN
	PO-01.004
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Approved By:	ACN P&P

1.0 PURPOSE:

To define alternative types of encounters available within the Patient Centered Medical Home (PCMH).

2.0 POLICY:

- 2.1 Patient Centered Medical Homes within the Ambulatory Care Network (ACN) will have at least one alternative type of clinical encounter available outside of the traditional face-to-face provider office visit. Examples of alternative clinical encounters include scheduled group visits and scheduled phone visits with their provider.
- 2.2 **Other Encounters - not included as alternative types:** The PCMH team may provide face-to-face or non-face-to-face visits between a patient and non-provider staff, including nurses, health educators, health educator assistants, social workers, nutritionists and pharmacists. While these encounters may be conducted in a group setting or over the phone for the purposes of care management or health education, they are distinguished from alternative clinical encounters by the absence of a provider at the time of the visit.

3.0 DEFINITIONS:

- 3.1 **Clinical Encounter:** A traditional clinical encounter is a scheduled face-to-face office visit between a medical provider and a patient for the purposes of medical treatment or clinical management.
- 3.2 **Alternative Clinical Encounter:** An alternative clinical encounter is any scheduled encounter between a medical provider and a patient or group of patients that is outside of the traditional face-to-face office visit.
- 3.3 **Group Visit:** A group visit is a scheduled, face-to-face visit between a provider and two or more patients for the purposes of medical treatment or clinical management.
- 3.4 **Phone Visit:** A phone visit is a scheduled visit between a provider and a patient that is conducted over the phone for the purposes of medical treatment or clinical management.

4.0 PROCEDURE:

- 4.1 Each PCMH team will have one or more of the following scheduled alternative clinical encounters available to patients:
 - a. Group visit
 - b. Phone visit
 - c. Video-teleconference visit
 - d. Other secure electronic method of communication
- 4.2 Group visits must be conducted by the provider.
 - a. Before a group visit appointment can be scheduled, the provider will determine whether the patient's medical condition would qualify for group visit and will obtain approval from the patient to participate. The PCMH team will then book the group visit appointment onto the clinic schedule.
 - b. All patients participating in a group visit must sign a consent form that allows their medical information to be shared in a group setting with multiple patients.
- 4.3 The phone visit must be conducted by the provider.
 - a. Before a phone visit appointment can be scheduled, the provider will determine whether the patient's medical condition would qualify a phone visit and will obtain approval from the patient to participate. The PCMH team will then book the phone visit appointment onto the clinic schedule.

5.0 MONITORING

Each facility monitors and reports on:

- 5.1 Utilization rates of alternative types of visits as defined above.
- 5.2 The number of slots may be adjusted based on patient needs.
- 5.3 Data will be reviewed on a quarterly basis.

6.0 SOURCES AND REFERENCE:

- 6.1 ACN Patient Centered Medical Home Manual (2016)
- 6.2 ACN Patient Centered Scheduling (2013)
- 6.3 ACN Policy CD 01.002 Nurse-Only Clinic

7.0 AUTHORITY:

- 7.1 National Committee for Quality Assurance, Patient-Centered Medical Home Standard 1 (Patient Centered Access)

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Approvals:



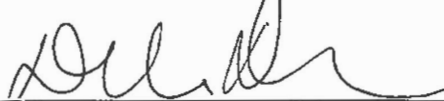
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P&P History

Date	Department	Policy & Procedure #	Comments	Next Annual Review Due
1/12/2016	ACN	N/A	Draft prepared	
1/12/2016	ACN	PO-01.004	Approved	1/12/2017
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