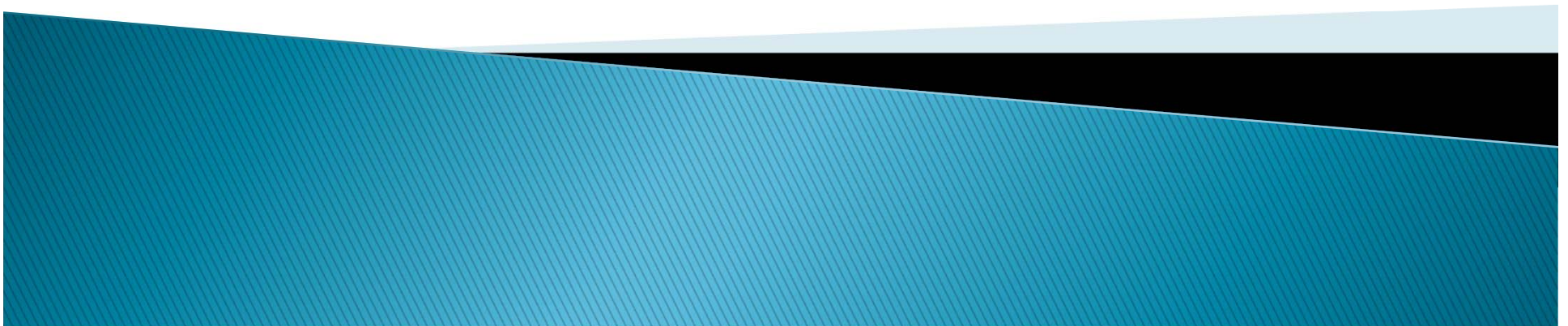


N.O.C.H.S.I.

Northern Oswego County Health Services, Inc.

Access to Care:
Ambulatory and Preventative Services



New Patient Point of Entry

- ▶ Walk-in following acute issue
- ▶ Hospital discharge
- ▶ Community Transfers

2017 4th Quarter New Patient Appointments from resources above resulted in 200 Appointments and increased access to sustainable primary care.



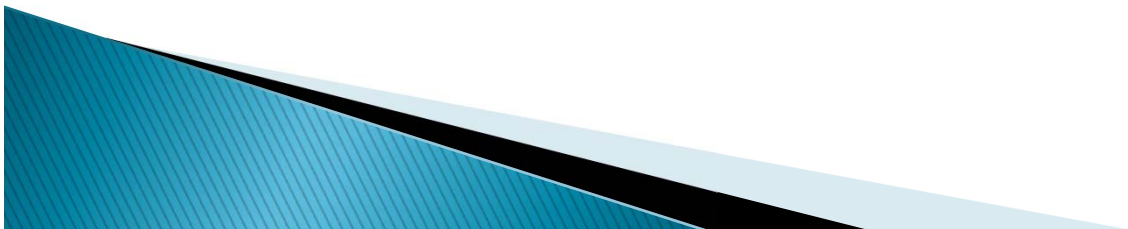
New Patient Appointment Process

New patients will receive our New Patient Registration packet and follow our comprehensive process of onboarding, to better understand our integrated system and the benefits offered to them as our patients to insure continuity of care.

When a new patient calls to make an appointment the patient is requested to come into the office to complete paperwork.

Once in office:

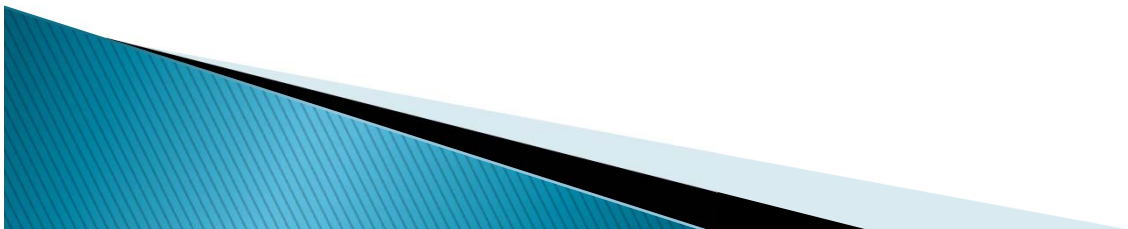
- ▶ Patient is given a peds/adult new patient packet to complete applicable forms. This saves a lot of time at the first visit and allows for us to obtain Requests for Information prior to their arrival.
- ▶ Paper work is collected and reviewed by front desk for accurate completion prior to the patient leaving the office
- ▶ Patient is registered in to the computer
- ▶ Meet and Greet Appointment Type Appointment is made
- ▶ New Patient letter is generated and given to the patient



Medical Record Management

Once the patient has been scheduled:

- ▶ A New Patient Record Request task is created with documentation that New Patient letter was sent, along with their appointment date, and then forwarded to the Medical Records Designee.
- ▶ Completed paperwork collected is scanned in to the patient's chart.
- ▶ Adult and pediatric health history forms are scanned and tasked to the clinical support of the provider they are seeing to pre-build the patients chart
 - Follow up on a weekly basis to insure receipt of the patient's records before their scheduled appointment.



New Patient Letter

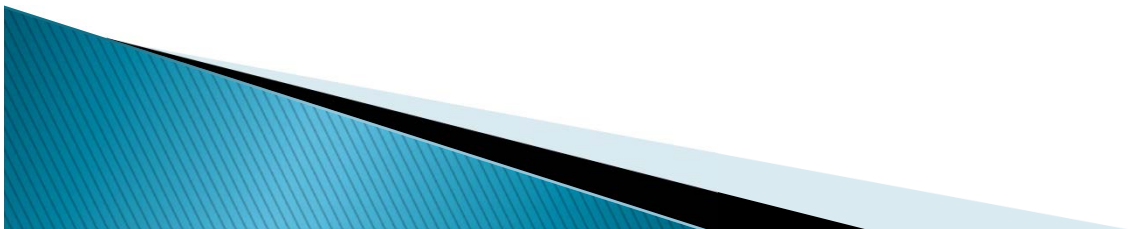
Thank you for choosing Northern Oswego County Health Services, Inc. (NOCHSI) Fulton Health Center for your health care needs. You are scheduled to see on at at the Fulton Health Center. Please arrive to our office 15 minutes prior to your scheduled appointment to complete the final components of our patient registration process.

New Patient Confirmation Policy:

Our office will call you 48 hours prior to your scheduled appointment time to confirm your appointment. If we are unable to verbally confirm your appointment with you within 24 hours of your scheduled time, your appointment will be cancelled. Please note that if you miss two new patient appointments in our office, you will be discharged from the NOCHSI network.

Transferring Records:

It is critical that you complete the enclosed Request for Information form, if not done at the time that you completed your New Patient paperwork, so we can request your medical records from your current/previous providers to assist us in providing you with continuity of care. This form is to be completed for current/previous PCP as well as each of the specialists you may see. Please return completed forms to our office within two weeks of the above scheduled appointment to ensure enough time to secure your records.



Location:

Our office is located at 510 South Fourth Street, Suite 600, Fulton, New York 13069. Please access the center from the Park Street entrance and follow the signs to Suite 600. Parking is available on Park Street, with easy and convenient access to the center.

Hours of Operation:

Monday and Wednesday 7:30am-7:00pm

Tuesday, Wednesday and Friday 7:30am-5:00pm

Saturday hours are 8:30am-12:30pm offered at our Oswego Health Center

Walk-In Hours for acute care~ Monday, Tuesday and Friday 8:00-10:00am

Contact Information:

Phone Number: 315.598.4790 Fax: 315.593.6195

Items Needed For your First Appointment in our office:

- Insurance Cards
- Photo ID (if you have one)
- Custody Paperwork
- Medication List including prescription bottles



Behavioral Health Services:

Behavioral health is integrated in to each of our primary care centers! Licensed Clinical/Master Social Workers provide weekly on site services to patients of all ages through a self referral or through a referral from your provider. To make an appointment to meet with one of our behavioral health staff you can call 315.298.1920 directly or simply ask your PCP at your first visit to connect you to this service!

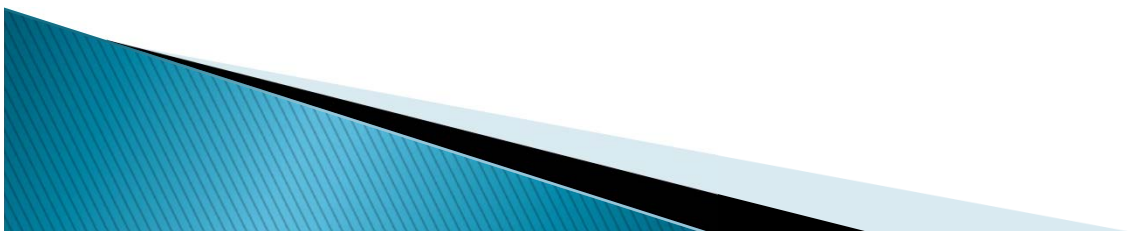
About Us:

The Fulton Health Center is one of six health centers within the NOCHSI primary care network, which also includes Parish, Phoenix, Mexico, Oswego and Pulaski Health Centers. In addition, we have six School Base Health Centers located within the following school districts; Altmar Parish Williamstown (APW), Pulaski, Sandy Creek and Mexico. NOCHSI is a designated Patient Centered Medical Home, which strives to provide our patients with comprehensive evidence based care, self-management support and coordination of care across various health care settings.

All major insurances are accepted and a sliding fee scale discount program is available for eligible patients. If you are uninsured or under insured, please call our office to request to have a Sliding Fee Scale Application mailed to you or simply pick one up at our front desk when you check in for your first appointment.

If you have any questions between now and your appointment or have any acute concerns that needs to be addressed, please call and we will help direct you to the appropriate staff member who can assist you.

We look forward to partnering with you to provide the best possible services to meet your health care needs. Welcome to the NOCHSI network!



Practice Management–Documentation of New Patient Appointment and Verification of Confirmation Process

Reason Class: Meet & Greet	Provider: 138 Burrows, Crystal NP
Reason Code: MG Meet & Greet New Appoint...	Location: 10 Oswego Health Center
Length: 30 mins	Room: <input type="text"/>
From: 9:00 AM To: 9:30 AM	Equipment: <input type="text"/>
Appt Class: <input type="text"/>	Referral: <input type="text"/>
	Auth: <input type="text"/> Date: <input type="text"/>

Notes:

NP to est. from Dr. Campbell. NP packet completed. NP letter mailed. 1/10/18 AF	Home (315) [REDACTED]
	Work

Notes:

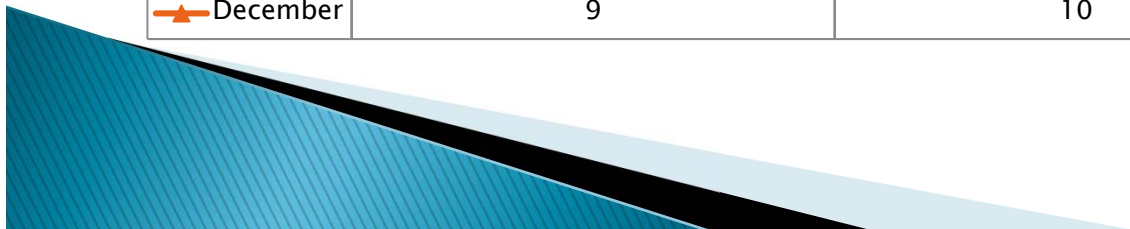
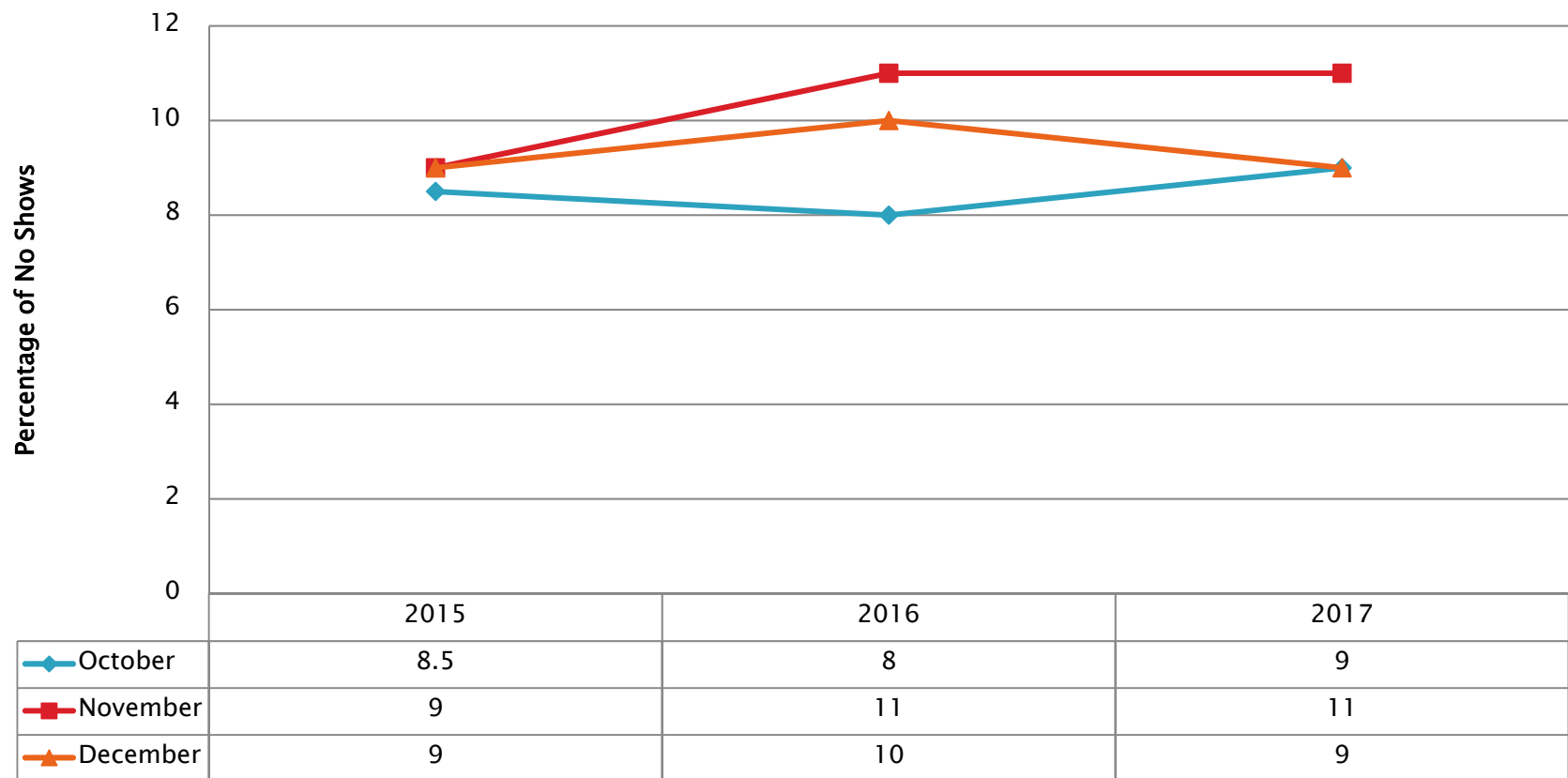
2/9 voicemail left to confirm, asked for call back by 3pm on 2/12 to confirm, otherwise appointment may be cancelled. AF 02/09/18 pt's dad called back to confirm appt-AD 2/12 confirmed w mom CB

Created by Ashley Ford PAR/MR



Medical No Show Data

2017 4th Quarter No Show Report



Behavioral Health No Show Data Pre and Post process change

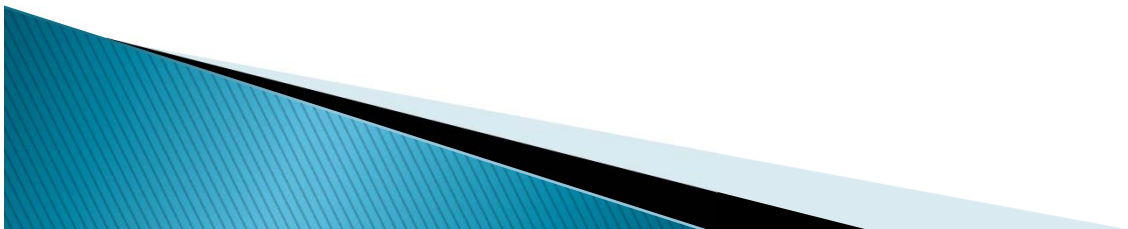
Behavioral Health Services

Pre Change

- October 2017: 15% No Show

Post Change

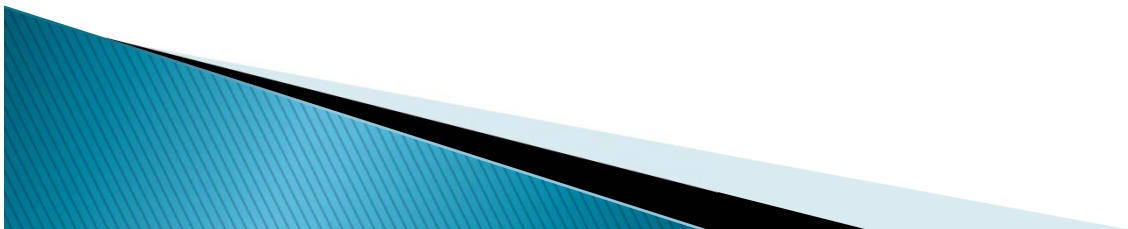
- November 2017: 13% No Show
- December 2017: 13% No Show



Psychiatry Services No Show Data

Psychiatry Services started late November

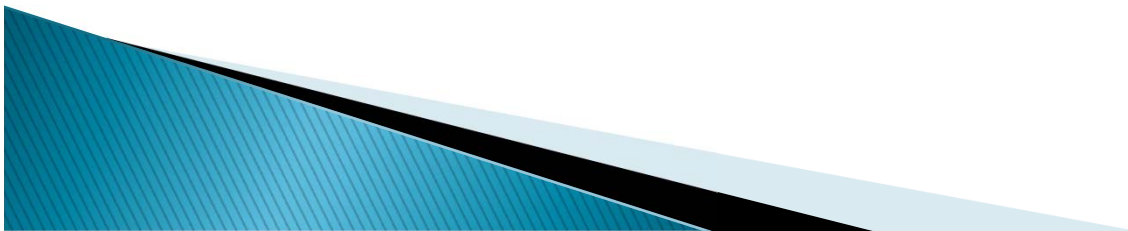
- November 2017: 5 Scheduled Appts – 1 No Show
- December 2017: 18 Scheduled Appts – 1 No Show (6%)
- January 2018: 22 Scheduled Appts – 1 No Shows (5%)



Revenue Review

- ▶ 200 visits from October–December
- ▶ Times an average of \$155 Reimbursement

Equals \$31,000



Patient Registry Utilization for Preventative Services

NOCHSI utilizes registries and proactive reminders to address health care needs identified through health tab reminder system and clinical evidence based guidelines. The outreach is completed utilizing the Azara Primary Care Registry. Annually, NOCHSI will proactively identify populations of patients that are due for:

- ▶ 2 different preventive care services such as cancer screening
- ▶ 2 different immunizations such as Pneumonia and Flu
- ▶ 3 different chronic or acute care services such as Diabetes
- ▶ Patients not recently seen by the practice- due for WCC or AHR
- ▶ Medication monitoring or alerts such as patients on coumadin without INR testing or needing education on medication-drug interactions



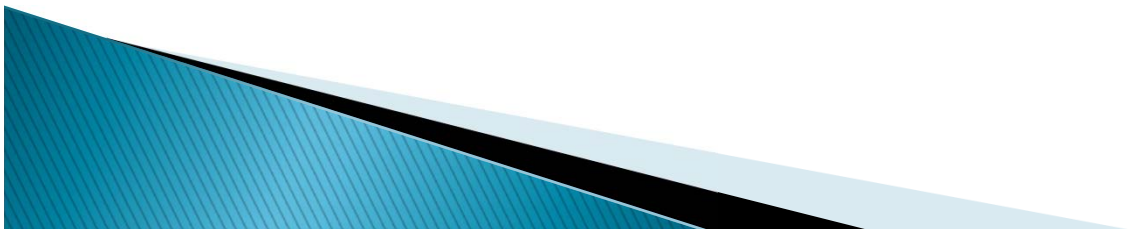
Outreach for Annual Health Reviews

- ▶ We review registries as well as our lists of patients due from Insurance Companies
- ▶ Patients that are due for services are called by our patient access team members to get an appointment setup
- ▶ WCC hours on weekends added in the summer to accommodate school and sports physicals
- ▶ January 2018 outreach for Adolescents 12-21 added 200 appointments for services!



Preventative Screening followup

- ▶ Completed at each chronic care visit with pre-visit planning using our health reminder tab
- ▶ Also completed with Outreach
 - Women's health day for cervical and breast cancer screening
 - Use of patient portal to message patients due for services
 - clinical staff also followup with clinical correspondence when services are due



My Day 31 Patient

Test, Barbara M. 01/01/1977 41y F Info Alerts Lightbulb Prohibit Chart Flowsheets split

Health Reminders ? Refresh All ← → ↑

Action Plan for Self Management: Diabetes Diabetes	Overdue Next: 01/30/17
Cervical Cancer Screening Routine Care Adult - Female 25-50yrs	Upcoming ✓ Next: 08/25/19
Depression Follow-up PHQ9 Depression	Due
Depression Screening with Follow up Annual Routine Care Adult - Female 25-50yrs	Overdue Next: 12/12/14
Eye Exam by Ophthalmologist (Report in Chart) Diabetes	Due
Foot Exam Diabetes	Overdue Next: 04/12/14
Hemoglobin A1c Diabetes	Upcoming Next: 04/28/18
HIV Screening Offered (at least once starting age 13) Routine Care Adult - Female 25-50yrs	Due
Immunization: Influenza (See Knowledge Link) Routine Care Adult - Female 25-50yrs	Overdue Next: 10/05/11
Medline Plus Patient Education Routine Care Adult - Female 25-50yrs	Overdue Next: 07/29/17
Nutrition Screening Routine Care Adult - Female 25-50yrs	Overdue Next: 11/10/16
SBIRT Screening Routine Care Adult - Female 25-50yrs	Due
Tobacco Cessation 5As: Arrange Tobacco Cessation 5As: (Advise, Assess, Assist) Arrange	Overdue Next: 07/17/17
Tobacco Use Screening (5As: Ask) Routine Care Adult - Female 25-50yrs	Upcoming ✓ Next: 03/06/19
Urine Microalbumin Diabetes	Due

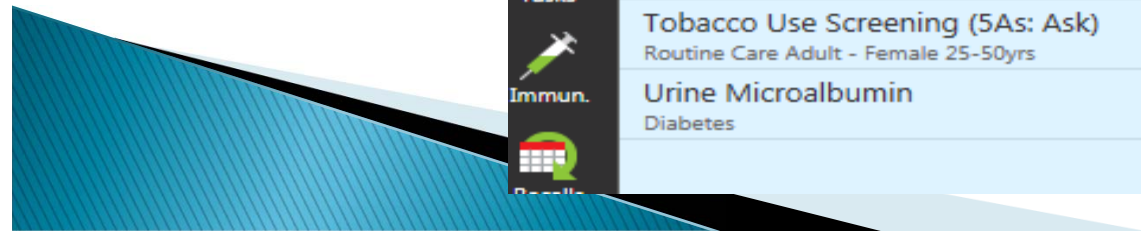


Problems

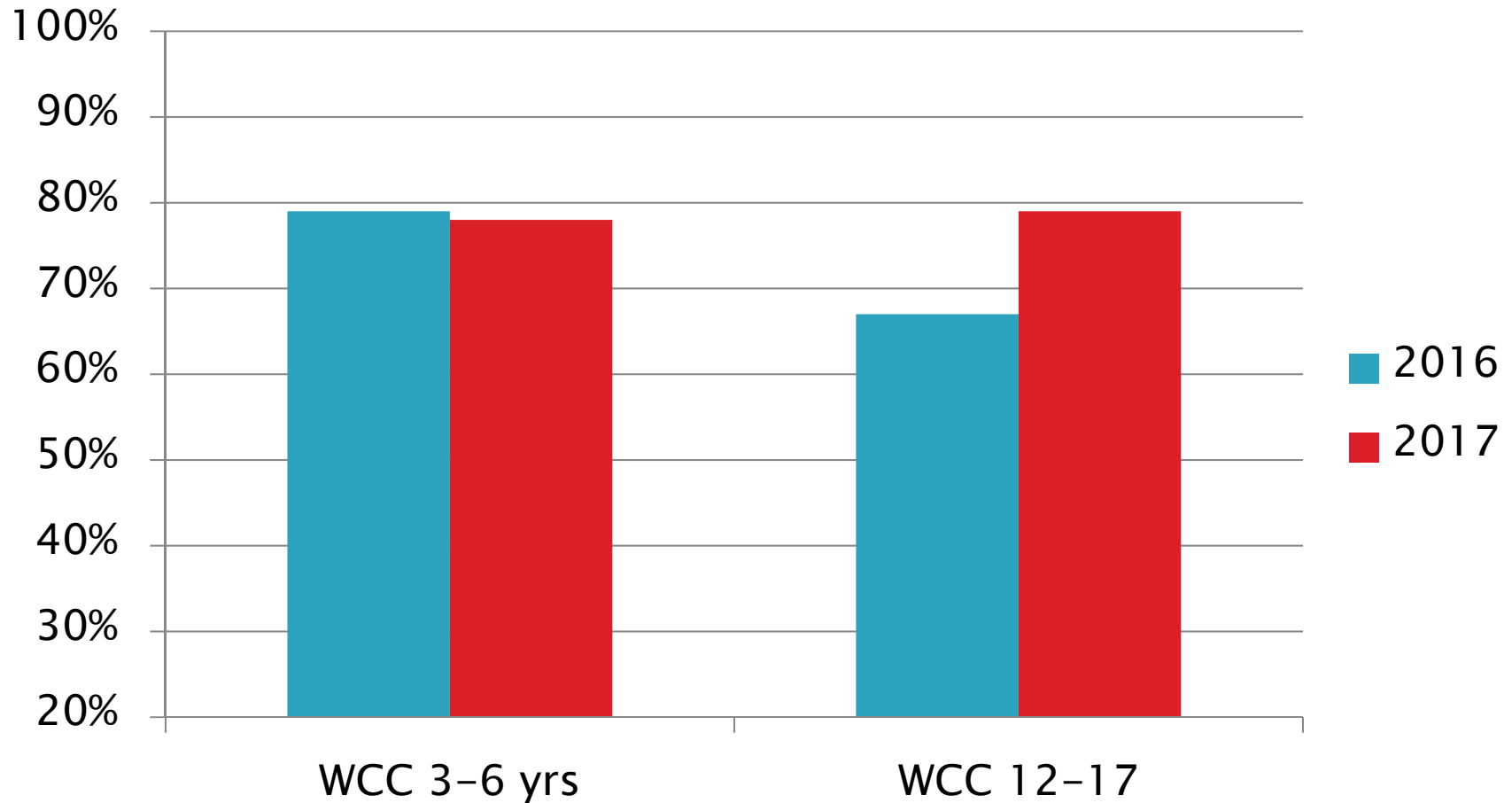
- Diabe
 - Hyper
 - Interv
 - Irritab
 - Joint F
- [View all](#)

Implant

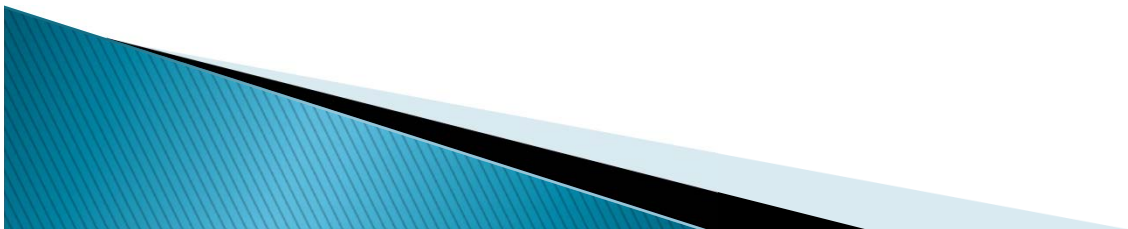
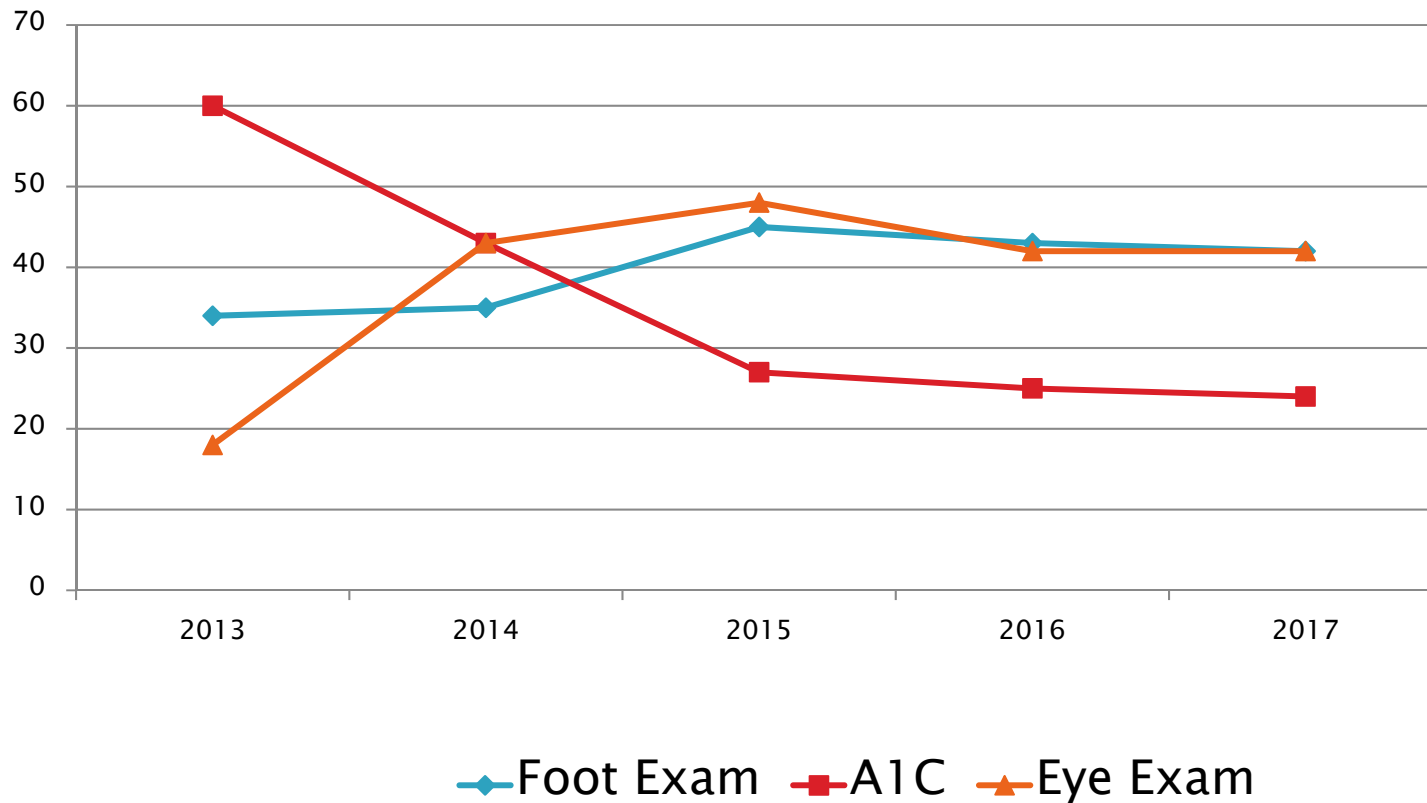
No Current



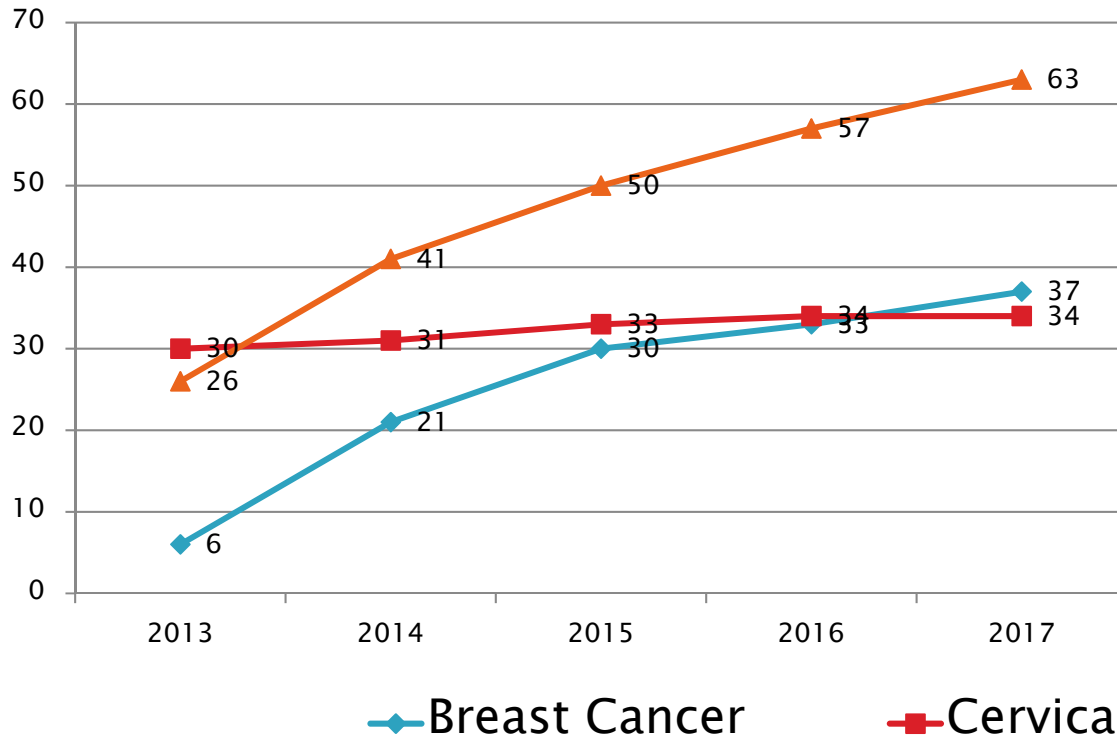
Patients receiving Well child Checks



Diabetes Management- A1C lower # is better-

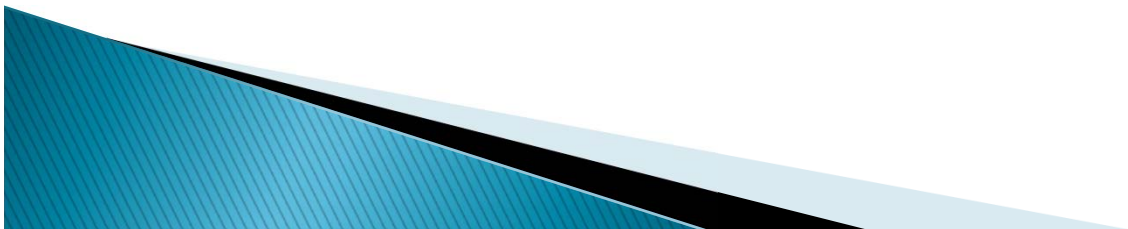


Cancer Preventative Screening



Healthy competition!

- ▶ To increase our preventative screenings we also do competitions between our health centers.
- ▶ This winter we focused on the number of patients seen at each site with a focus of vaccination for Flu.
- ▶ We monitored each site for 4 months and the site with the highest vaccination rate received a pizza party and recognition at our All Staff meeting 😊



And the winner is... the Fulton Health Center!

LOCATION	FLU	ENC	%
Fulton Health Center	589	2328	25.30%
Oswego Health Center	610	2486	24.54%
SBHC	520	2186	23.79%
Parish Health Center	242	1112	21.76%
Pulaski Medical	1038	5342	19.43%
Phoenix Health Center	289	1566	18.45%
Mexico Health Center	232	1358	17.08%



And the winner is... the Lura Sharp School Based Health Center!

LOCATION	FLU	ENC	%
Lura Sharp School	120	320	37.50%
Pulaski High School	122	439	27.79%
Sandy Creek School	151	570	26.49%
SBHC	520	2186	23.79%
APW Elementary	67	347	19.31%
APW High School	38	309	12.30%
Mexico Middle School	22	201	10.95%

