

The image shows the exterior of an UrgentCare of Mountain View facility. The building has a blue upper section and a grey stone base. A large sign on the building reads "urgentcare OF MOUNTAIN VIEW". In the foreground, there is a parking lot with several spaces, including one marked with a wheelchair symbol. The background features green trees and a blue sky with clouds. The entire image is framed by a thick red border.

urgentcare OF MOUNTAIN VIEW

New Provider Guide

Referrals

1. Add a task note in the chart and tell the staff verbally which referral is needed
2. Make patient aware that they will get a call from the specialist (not us) to schedule appointment
3. No referral needed for ophthalmology, dentistry, primary care provider
4. If there is a need for an immediate referral, MA staff can call to schedule an appt for the patient to see if they can get them in quickly.



Billing

VISIT CHARGES

NP vs Existing (after 3 years, revert to new patient)

CHANGING UNITS FOR IM MEDS

Dexamethasone 1 mg = 1 unit

Phenergan 25mg = 1 unit

Benadryl 50 mg = 1 unit

Rocephin 250 mg = 1 unit

Toradol 15 mg = 1 unit

CHARGING FOR MEDS, PO, IM, VACCINES

IM Administration (96372 + med)

PO Administration

Vaccines Administration of Vaccine (90471 + vaccine)

CHARGES FOR OCC MED

MAs are responsible for putting charges in for OCC Med visits except for TB Gold Labs

Drug Screens: Drug screen charges + specimen collection charge if not instant

Color Blind Test/Ishihara Test: Vision Test charge

Alcohol Saliva Test: Alcohol Test

Hair Follicle Test: Hair Follicle + Specimen Collection charge

Respirator Fit Test: Fit Test



Billing (cont.)

CHARGES FOR LAB DRAWS

Venipuncture charge for ALL lab draws (36415)

CHARGES FOR PHYSICALS

Encounter charge (ex. 200.00, 200.129, etc.) + specific

Physical charge (sports, school, DOT, etc.)

CHARGES FOR SPLINTS

Listed under Ortho in Favorites

Ace Wraps: Strapping charge + Light Weight Ace Bandage

DJO: Application charge

Orthocast: Cast charge + Light Weight Ace Bandage

Application charge

*Application and Strapping Charges are specific to body part

*There is no specific charge for sling

CHARGES FOR IVF

36000 Intro Ndl + 96360 IV infusion (96361 for additional) +

J7030 (normal saline)

CHARGES FOR PROCEDURES

Laceration, abscess, etc.

Select from Favorites



EMR

F5 REFRESHES

Utilize this to update pharmacy information

Utilize to refresh the patient list

CREATING A NEW TEMPLATE NOTE

1. Use test patient
2. Add all elements
3. Intergy EHR > Encounter Note Action > Save

CREATING PLAN TEMPLATE

1. Type plan out in Plan section
2. Save (click add to **Favorites** + add **Name**)

CREATING PROCEDURE TEMPLATE

1. Add procedure section if not present in note
2. Add procedure note
3. Save (click add to **Favorites** + add **Name**)

VIEWING OLD NOTES/LABS

Utilize side bar documents, labs, images, etc.



EMR (cont.)

HEALTH INFORMATION EXCHANGE

Past history from local providers/ER

Patient's home page > Exchange Documents > Search

ORDERING LABS, URINE

Be sure to apply the correct clinic location

A. Keystone for all blood orders

1. May use for urine cultures

B. Healthtracks for wound cultures, throat cultures, GI cultures, STD screening

1. See website/info booklet for various tests available
2. Add as many codes as possible pertaining to the lab orders.
3. Confirm proper ICD-10 diagnosis codes to ensure insurance covers testing
 - a. List available for review if needed

C. Changing pharmacy in system

1. Med screen when ordering meds
2. From patient's home page (left side bar)



Charting

1. Add EKG reads
2. Add X-Ray reads
3. Add a detailed plan with necessary follow up, next steps, etc.
4. Splints must be checked post-application to ensure the patient will be able to tolerate it
 - A. Document in **Encounter Note**
5. Nebulizer Tx should be documented how the patient tolerated as well post-treatment



Procedural

1. Be sure to have any paperwork **scanned** into the chart before giving it to the patient (**physicals, return-to-work forms, etc.**)
2. Review labs and send them to appropriate staff
 - a. Call back **critical** results and **STD** results
3. Most **STDs** must be reported to **NC Health Department**
 - a. **MA staff members** are to report to the STDs that need to be reported once they know the results
 - b. This can be done through the lab result reviews when sending to the **MA Tasks**.
4. All **Workers Comp** MUST have a return to work note with restrictions, etc.
 - a. Workers Comp should NOT be taken completely out of work.
 - b. The employer will make decisions regarding their restrictions.
5. To order **Outpatient Imaging**, prior authorization is necessary for some (**ULS, CT, MRI**)
 - a. **MA**s are to fill out a form and send it to **Taylor** for processing.
 - b. If there is a **STAT** that needs to be performed, they may go to **Frye** or **Catawba**
 - c. MA's have a protocol for scheduling for **CVMC**
6. May send patient to **hospital** with order for **labs** (if hard stick) and **X-Rays** (if no X-Ray tech)



Nuggets

1. Use **Atypical Facial Pain** diagnosis always for **dental pain**

2. Labs

- a. Keystone does not have courier services on Saturday and Sunday
- b. Please do not utilize Keystone for labs after the courier picks up on Friday, as well as on Saturday
- c. This is for time sensitive labs that have a time frame of 48 hours or less.

3. J06.9 URI Code

- a. Never use it as a standalone diagnosis
- b. Must add symptom codes.

4. CVMC Lab Courier Service

A. We can utilize lab courier services for **Catawba** on **Saturdays**. There is a paper order form that can be utilized for the labs listed. MAs are to call the courier **before 3 pm** on Saturday for courier services

5. Be sure to **PMP Aware** before prescribing **controlled substances**



POC Testing

| | |
|--|--|
| STREP | Two or more of the following: 1. Sore throat w/ swallowing 2. Fever 3. Headache 4. Abdomen pain 5. Nausea/Vomiting |
| COVID/FLU SYMPTOMS 4 DAYS OR LESS | Two or More of the Following: 1. Fever 2. Body aches 3. Chills 4. Cough 5. Sore throat 6. Headache 7. Fatigue 8. N/V/D 9. Increased HR |
| RSV AGES 0-5 OR 50+ | 1. Cough 2. Fever 3. Wheezing 4. Increase Respirations 5. Increase HR |



POC Testing (cont.)

| | |
|--|---|
| URINE ANALYSIS | <ol style="list-style-type: none">1. Dysuria (pain with urination)2. Discharge3. Abdomen pain4. Urgency to urinate5. Back pain (no trauma)6. Frequency7. Blood in urine8. N/V/D9. Fatigue10. Dizziness11. Confusion (55+) |
| URINE HCG | <ol style="list-style-type: none">1. Abdomen Pain2. Nausea/Vomiting3. Vaginal Bleeding4. Lightheaded (childbearing/female)5. Amenorrhea (without menstruation) |
| MVP BV, CANDIDA, TRICHOMONAS <small>PERMISSION FROM PROVIDER</small> | <ol style="list-style-type: none">1. Increased frequency2. Dysuria (pain w/ urination) WITH <ol style="list-style-type: none">1. Vaginal discharge/itching2. Request/Exposure STI Testing |

