

Patient Health and Wellness Toolkit

For New Patients

Front Office

- If there is a new patient give them the Patient Health & Wellness Toolkit (English and Spanish is available). **If they are a family, give the toolkits to the adults**
- Go through the document and show them the various resources
- Tell them to keep any documents that their provider gives them in the toolkit
- Tell them that if they go to see a specialist or if they go to the ER it is important to bring the toolkit with them so that the outside providers can have an up-to-date record of their health history and medication
- Tell them to keep their pill bottles (prescription meds and over the counter meds) in the toolkit when they come to AIHS so the provider can see what they are taking
- After going through the entire Toolkit, please document in EHR **(this is only possible if the patient has been checked in)**

Step 1: Go to the "Super Bill" Tab

The screenshot shows the RPMs-EHR SPELTZ, ANGEL interface. The top navigation bar includes tabs for PRIVACY, PATIENT CHART, RESOURCES, RCIS, and REFERRAL. The 'SUPERBILL' tab is highlighted in the bottom navigation bar. A red circle is drawn around the 'SUPERBILL' tab, and a red arrow points from the text 'Step 1: Go to the "Super Bill" Tab' to it.

Step 2: Click the box that says "Show All" and then choose "Patient Health and Wellness Toolkit". Go to the right and click the checkbox in front of "0001: PATIENT HEALTH & WELLNESS TOOLKIT; Education and Training for Patient Self-management..."

The screenshot shows the RPMs-EHR SPELTZ, ANGEL interface with the 'SUPERBILL' tab selected. The 'Show All' checkbox is circled in red and labeled '#1'. The 'Patient Health & Wellness Toolkit' entry in the left-hand list is circled in red and labeled '#2'. The checkbox next to the '0001: PATIENT HEALTH & WELLNESS TOOLKIT; Education and Training for Patient Self-management...' entry in the Super-Bills list is circled in red and labeled '#3'. Red arrows point from the text 'Step 2: Click the box that says "Show All"...' to the '#1' checkbox, from 'Go to the right and click the checkbox in front of "0001: PATIENT HEALTH & WELLNESS TOOLKIT; Education and Training for Patient Self-management..."' to the '#3' checkbox, and from 'Go to the right and click the checkbox in front of "0001: PATIENT HEALTH & WELLNESS TOOLKIT; Education and Training for Patient Self-management..."' to the '#2' entry.

Step 3: After clicking the “0001: PATIENT HEALTH & WELLNESS TOOLKIT” box, you will be prompted to fill in a series of Patient Education Prompts. These prompts pertain to each of the topics discussed in the Toolkit. Choose the Comprehension Level (Poor, Fair, Good, Refused). Choose the length of time spent on each topic. 1 minute is the minimum amount of time. Then press add. Continue through the prompts until the Patient Education Event is complete.

98960: EDUCATION AND TRAINING FOR PATIENT SELF-MANAGEMENT BY A QUALIFIED, NONPHYSICIAN HEALTH CARE PROFESSIONAL USING A STANDARDIZED CURRICULUM (CAREGIVER/FAMILY) EACH 30 MINUTES: INDIVIDUAL PATIENT

Facility	Qty	Diagnosis	Prim	Modifier 1	Modifier 2
Santa Barbara Ihc	1				

MAs

- Encourage patients to bring their toolkits
- If patient did not bring their toolkit tell them the importance of it, and what it is needed for:
 - to keep any documents that their provider gives them in the toolkit
 - if they go to see a specialist or if they go to the ER it is important to bring the toolkit with them so that the outside providers can have an up-to-date record of their health history and medication
 - to keep their pill bottles (prescription meds and over the counter meds) in the toolkit when they come to AIHS so the provider can see what they are taking

Providers

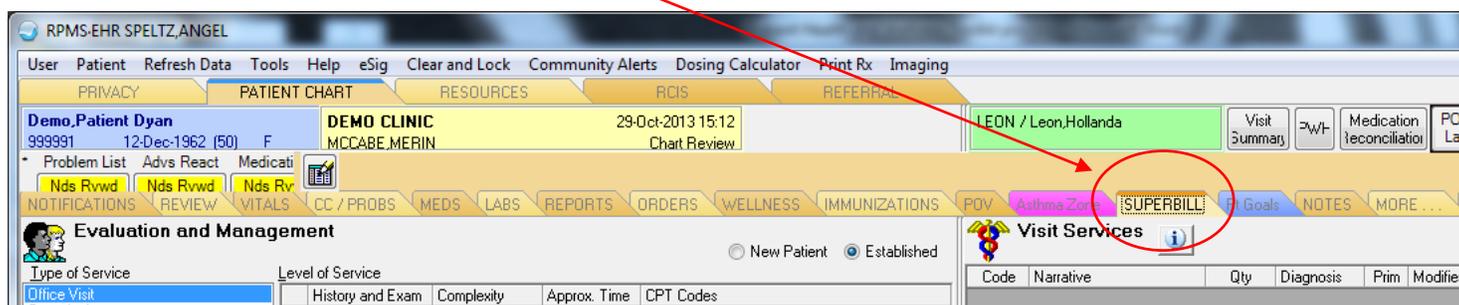
- Encourage patients to bring their toolkits
- Reemphasize what Front Office and the MAs explained to patients
 - to keep any documents that their provider gives them in the toolkit
 - if they go to see a specialist or if they go to the ER it is important to bring the toolkit with them so that the outside providers can have an up-to-date record of their health history and medication
 - keep their pill bottles (prescription meds and over the counter meds) in the toolkit when they come to AIHS so the provider can see what they are taking
- Tell patients to keep their Patient Wellness Handouts and other self management tools in the toolkit

For Established Patients who do not have the tool kit

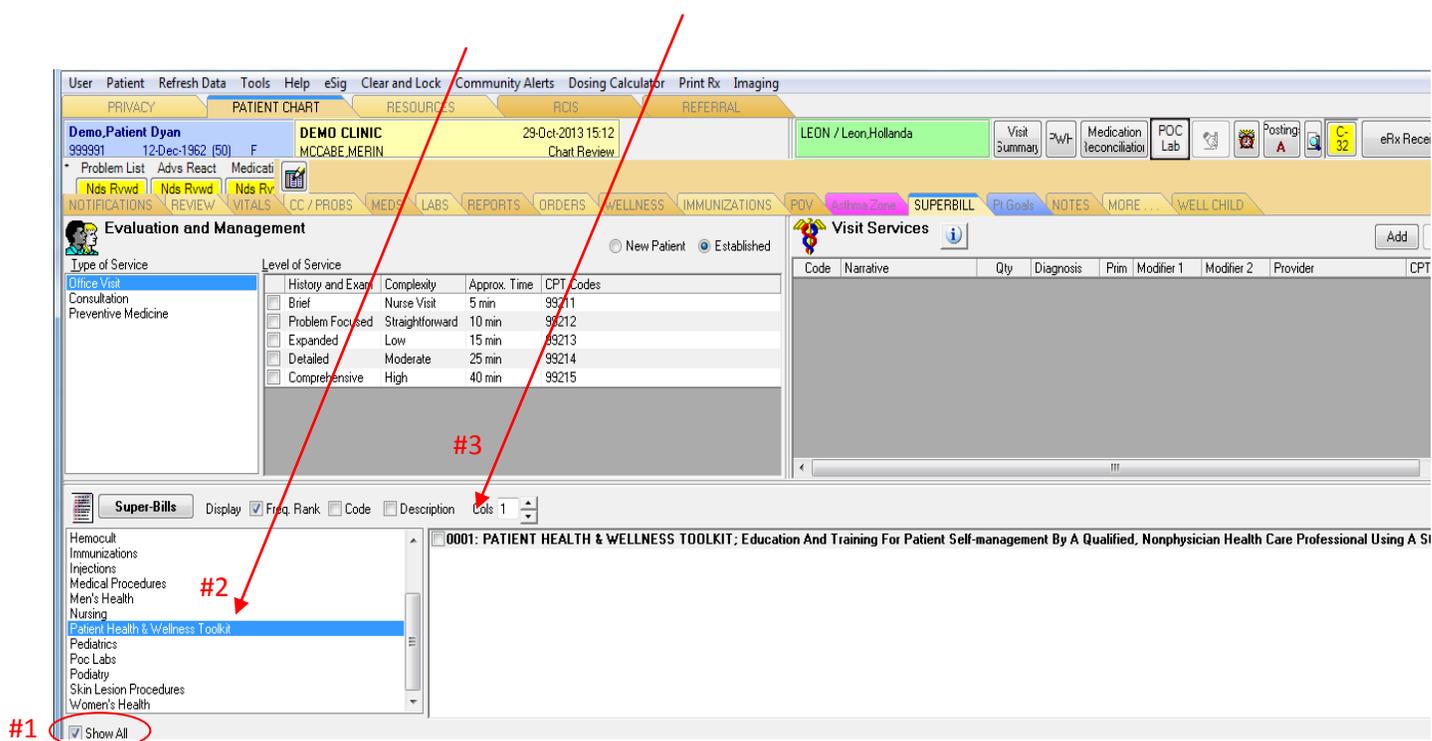
MA's

- When rooming patient give them the toolkit (English and Spanish is available). **If they are a family, give the toolkits to the adults**
- Go through the document and show them the various resources
- Tell them to keep any documents that their provider gives them in the toolkit
- Tell them that if they go to see a specialist or if they go to the ER it is important to bring the toolkit with them so that the outside providers can have an up-to-date record of their health history and medication
- Tell them to keep their pill bottles (prescription meds and over the counter meds) in the toolkit when they come to AIHS so the provider can see what they are taking
- After going through the entire Toolkit, please document in EHR **(this is only possible if the patient has been checked in)**

Step 1: Go to the "Super Bill" Tab



Step 2: Click the box that says "Show All" and then choose "Patient Health and Wellness Toolkit". Go to the right and click the checkbox in front of "0001: PATIENT HEALTH & WELLNESS TOOLKIT; Education and Training for Patient Self-management..."



Step 3: After clicking the “0001: PATIENT HEALTH & WELLNESS TOOLKIT” box, you will be prompted to fill in a series of Patient Education Prompts. These prompts pertain to each of the topics discussed in the Toolkit. Choose the Comprehension Level (Poor, Fair, Good, Refused). Choose the length of time spent on each topic. 1 minute is the minimum amount of time. Then press add. Continue through the prompts until the Patient Education Event is complete.

98960: EDUCATION AND TRAINING FOR PATIENT SELF-MANAGEMENT BY A QUALIFIED, NONPHYSICIAN HEALTH CARE PROFESSIONAL USING A STANDARDIZED CURR PATIENT (COULD INCLUDE CAREGIVER/FAMILY) EACH 30 MINUTES: INDIVIDUAL PATIENT

Facility	Qty	Diagnosis	Prim	Modifier 1	Modifier 2
Santa Barbara Ihc	1				
Santa Barbara Ihc					

Providers

- Encourage patients to bring their toolkits
- Reemphasize what MA explained to patients
 - to keep any documents that their provider gives them in the toolkit
 - if they go to see a specialist or if they go to the ER it is important to bring the toolkit with them so that the outside providers can have an up-to-date record of their health history and medication
 - keep their pill bottles (prescription meds and over the counter meds) in the toolkit when they come to AIHS so the provider can see what they are taking
- Tell patients to keep their Patient Wellness Handouts and other self management tools in the toolkit

For Established Patients who have been documented receiving their Toolkit

To see if an established patient has received their toolkit:

1. Go to the Wellness Tab
2. If patient has received toolkit, the following education topics will be listed:

Visit Date	Education Topic	Comprehension	Status	Objectives
12/12/2013	Administrative Functions-Confidentiality	GOOD		
12/12/2013	Administrative Functions-Insurance Benefits	GOOD		
12/12/2013	Administrative Functions-Patient Rights And Responsibilities	GOOD		
12/12/2013	Administrative Functions-Follow-Up	GOOD		
12/12/2013	Administrative Functions-Referral	GOOD		
12/12/2013	Alcohol And Other Drugs-Help Line	GOOD		
12/12/2013	Assault, Sexual-Help Line	GOOD		
12/12/2013	Abuse And Neglect (child Or Elder)-Literature	GOOD		
12/12/2013	Behavioral And Social Health-Help Line	GOOD		
12/12/2013	Behavioral And Social Health-Housing	GOOD		
12/12/2013	Behavioral And Social Health-Parenting	GOOD		
12/12/2013	Domestic Violence-Literature	GOOD		
12/12/2013	Domestic Violence-Literature	GOOD		
12/12/2013	Domestic Violence-Safety	GOOD		
12/12/2013	Health Promotion, Disease Prevention-Exercise	GOOD		
12/12/2013	Health Promotion, Disease Prevention-Literature	GOOD		
12/12/2013	Health Promotion, Disease Prevention-Nutrition	GOOD		
12/12/2013	Health Promotion, Disease Prevention-Screening	GOOD		
12/12/2013	Immunizations-Schedule	GOOD		
12/12/2013	Suicidal Ideation And Gestures-Help Line	GOOD		
12/12/2013	Tobacco Use-Help Line	GOOD		
12/12/2013	Behavioral And Social Health-Literature	GOOD		
12/12/2013	Behavioral And Social Health-Help Line	GOOD		
12/12/2013	Abuse And Neglect (child Or Elder)-Help Line	GOOD		
12/12/2013	Abuse And Neglect (child Or Elder)-Literature	GOOD		

MAS

- Encourage patients to continue bringing their toolkits
- If patient did not bring their toolkit tell them the importance of it, and what it is needed for:
 - to keep any documents that their provider gives them in the toolkit
 - if they go to see a specialist or if they go to the ER it is important to bring the toolkit with them so that the outside providers can have an up-to-date record of their health history and medication
 - to keep their pill bottles (prescription meds and over the counter meds) in the toolkit when they come to AIHS so the provider can see what they are taking

Providers

- Encourage patients to bring their toolkits
- Reemphasize what MA explained to patients
 - to keep any documents that their provider gives them in the toolkit
 - if they go to see a specialist or if they go to the ER it is important to bring the toolkit with them so that the outside providers can have an up-to-date record of their health history and medication

- to keep their pill bottles (prescription meds and over the counter meds) in the toolkit when they come to AIHS so the provider can see what they are taking
- Tell patients to keep their Patient Wellness Handouts and other self management tools in the toolkit