

LOS ANGELES COUNTY USC MEDICAL CENTER UTILIZATION REVIEW DEPARTMENT
TIPS FOR REDUCING DENIED DAYS

If this	Consider doing this.....
If a patient has osteomyelitis... or you think patient is a Rancho candidate....	<ul style="list-style-type: none"> • Use Osteomyelitis Protocol (see Diabetic Foot Ulcer Pathway document). If criteria is met, discharge patient and obtain outpatient Rancho appointment – call X95001.
If admitting a patient...	<ul style="list-style-type: none"> • Think if you can manage patient as outpatient. (Can you safely manage the patient as an outpatient?) • Think Alternative Options such as home health, clinic appointments, outpatient diagnostic tests, oral antibiotics instead of IV, PCP appointments within 1-3 days
Upon admission...	<ul style="list-style-type: none"> • Do Discharge Planning on Day 1 and anticipate the need of the patient (Order Home health/DMEs early on, find out who will care for the patient post discharged and where patient will be dispositioned; Order SW consult) • DC Plan should include: <ul style="list-style-type: none"> ○ Estimated Discharge Date ○ Estimated Discharge Location ○ Clinical goals or barriers for discharge
If you need to get a bed assigned so a procedure can occur	<ul style="list-style-type: none"> • Call Patient Flow at x91605 to get a preliminary bed assignment
If planning for surgery or procedure...	<ul style="list-style-type: none"> • Inform your care coordinators right away if surgery is being planned and discussed. Care Coordinators will bring it up to the attention of the UR supervisors. • You may call Dr. Gruen directly to discuss and ask for his help to intervene with a sooner or timely surgery date.
If your patients are waiting for surgery...	<ul style="list-style-type: none"> • If your patients are stable for discharge, consider Discharge Readmits. • For Orthopedic surgery—Call the PGY4 resident to identify if patient is on the schedule (aka “OR board”) • If surgery team states “they need an OR” call Dr. Amaya (x91840)

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<p>If a consult is requested...</p>	<ul style="list-style-type: none"> • Call the Attending of the consult service and discuss. • If the only issue waiting is for the consult service to put their notes, give them a timeline and inform them of the urgency to document their recommendations. • If consult service does not respond timely, elevate to your Attending and follow Chain of Command.
<p>If you are ordering for Diagnostics...</p>	<ul style="list-style-type: none"> • For urgent Echo – call Echo Attending (found on amion.com→Cardiology attendings→Echo attending) • For MRI – inform your care coordinator and UR supervisors will elevate to Diagnostic Administrator • For Guided Diagnostics – Call IR and have team attending speak with Dr. Hanks • For Home Oxygen – inform your care coordinator • For GI related procedures – to check if patient is on the schedule, care coordinators will call GI Charge Nurses – Maria and Jaime • For cases needing Anesthesia coverage – call Dr. Amaya or Dr. McKeever
<p>If discharging a patient and a follow up is needed...</p>	<ul style="list-style-type: none"> • For transitions of care of patients who are high risk and are non DHS, specify what needs to be followed up and let your care coordinator call your UR nurse to make a PCP appointment within a week post-discharged. • For County responsible patients, your care coordinator will make an appointment via access center. • For DHS empaneled patients, your care coordinator will make an appointment with the assigned DHS Care Managers.
<p>If your patient has nowhere to go... and just needs help for short term</p>	<ul style="list-style-type: none"> • For Homeless or Non Homeless patients needing short recuperative place – refer to MLK Recup care via SW • Consider Hotels as housing options (may be eligible for Hotel Voucher)

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<p>If you are thinking of discharging the patient...</p>	<ul style="list-style-type: none"> • Do not document “Possible to DC in am” that means this patient is stable to go home and this will be denied by Medi-Cal. • If patients are waiting for Urine or Sputum Cultures – Medi-cal will not pay for the end of stay unless patient has clinical symptoms • If patients are awaiting test results – Medi-Cal will not pay for the end of stay unless there is a clinical symptom
<p>If you are discharging a JAIL patient</p>	<ul style="list-style-type: none"> • Call Jail liason (Christine Dinuzzo, Alejandro Hernandez) at x96691 to: <ul style="list-style-type: none"> ○ Provide verbal handoff ○ Schedule follow-up appointments
<p>If you need home oxygen</p>	<ul style="list-style-type: none"> • Follow “Obtaining Home O2” process map
<p>If you need a follow up appointment</p>	<p>DHS Empaneled Patient</p> <ul style="list-style-type: none"> • Resident puts in request in Orchid Discharge Widget → Bedside RN works with Access Center to schedule <p>Non-DHS Empaneled Patients</p> <ul style="list-style-type: none"> • Resident works with Care Coordinator and UR nurse to schedule
<p>If you need override approval for admission, procedure, or clinic appointment...</p>	<p>For Inpatient Services: Call Drs. Chase Coffey or Brad Spellberg For Outpatient Services: Call Drs. Wei-An (Andy) Lee or Brad Spellberg</p>
<p>If you need clinic appointments for patients</p>	<p>Consider Continuing Care Clinic (CCC, x93764) or Whole Person Care Referral</p>