



ALLEVIANT

HEALTH CENTERS™

Heal Pain. Restore Hope. Regain Purpose.

Scheduling/Communication Log

When scheduling a patient for a new appointment/follow up there needs to be documentation placed in both the **Notes:** section and the **Log Communication:**

This helps several areas of our teams: billing, clinicians, coworkers.

By placing a note in the **Notes:** section **example: scheduled for anxiety/depression/BCBS/referral by Baptist/scheduled by JC 3/6/20. The reason for scheduling client/ what insurance they have/where referral came from if referred and who scheduled it.**

Example: Client called in to cancel appt due to being ill/ had car trouble called @ 10:17am on 3/6/20 JC. This note helps everyone know why the client called to cancel/ was it within 24 hrs/do they need to be billed a NO Show fee/etc.

After placing a note in the Note Section: Copy and paste it in the Communication Log/ You can go right from the appointment to do this or go into the Communication log in the patient profile to document. We must document anytime you make contact with the patient:

Examples: Called in to confirm appointments/Called to ask for directions/ Med Refill Request/ Concern about Medications/ Reschedule appointments/ Cancel Appointments/ Billing Questions/ Balance/ Called patient to reschedule due to Provider out/ etc. Anytime you make contact or try to contact the client these notes have to be made in the **Communication Log.**

Anytime a client/patient calls in to cancel an appointment or reschedule: **DO NOT MOVE THAT APPOINTMENT/** document or cancel that appointment make your NOTES/Communication Log.

And then go on to schedule a new appointment/or follow up with the same process.

We are able to view who does what and when it is not being scheduled correctly. By using the same appointment and just moving it to a different date messes up the numbers WE as the company are trying to keep track of.



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dr Schedule | DrChrono Clinic Information - Google Shee x | +

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Schedule Appointment

Appointment Billing Eligibility Vitals Growthcharts Flags Log Comm. Revisions Custom Data MU Helper

Type Break Walk-in Transition of Care New Patient Referral

Provider: Brian Mears, CRNA

Patient: [Empty field]

Reason: [Empty text area]

Scheduled: 03/02/2020 **Time:** 10:00AM

Duration: 60 minutes Allow overlapping

Notes: [Empty text area]

Consent Forms: [Empty text area]

Billing: - If different to provider -

Office: Alleviant Health Centers

Profile: -----

Eligibility Profile: -----

Exam: Ketamine Infusion 1

Color: [Blue bar]

Status: [Empty dropdown]

[View Clinical Note](#)

[View All Appointments](#)

Recurring Appointment
 Arrange a Follow-up Reminder
 View Active Reminders:

Choose a Reminder Profile: [default] Therapy Reminder (William Micha

Patient has no cell phone SMS Text 2 day(s) before

[Edit](#) [Preview](#) [Delete](#)

As a reminder, appointments must be canceled or rescheduled at least 24 hours in advance to avoid fee.

03.11.2020



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Schedule Appointment

Appointment Billing Eligibility Vitals Growthcharts **Log Comm.** Revisions Custom Data MU Helper

Comm Log

Time	Duration	Description	Amount charged	Type
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Title:

Cash Charge:

Type:

Duration (minutes):

Message:

Doctors: [Alicia PMH], [Allev], [Andr], [Briar], [C. B], [Darr]

Offices: [Allev], [Arkansas Primary Care], [Medical Tower II]



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dr chrono | Schedule | Clinical | Patients | Reports | Billing | Account | Help | Search

Primary Insurance [Save to Insurance History](#) [Patient Insurance History](#)

Subscriber is the Patient Insured person is the same person as the Patient

Insurance Company *contact support if you can't find an insurance company.

Carrier Payer ID

TPL Code *If the Medicaid is Secondary

Insurance ID Number

Insurance group name *if available

Insurance group number *if available

Insurance plan name *if available

Insurance plan type *if available

Insurance claim office number *if available

Number visits allowed per year

Card issued date *Required for checking eligibility of CA Medicaid

Primary Insurance Notes

Insurance Photo Front No file chosen

Insurance Photo Back No file chosen

HCFA Options

Default Onset Date HCFA Box #14

Default Initial Visit Date HCFA Box #15

Prepopulate Last Related Visit HCFA Box #19

Navigation menu: Clinical Dashboard, Documents, Eligibility, Tasks (0), Problem List (1), Medication List (0), Send eRx, Allergy List (0), Drug Interactions (0), CQMs, Intake Data, Lab Orders, Immunizations, Growth Charts, onpatient Access, Education Resources, **Communication**, Family History, Imaging Orders, Implantable Devices