

# Discharge Process

Lea Monday MD, PharmD

Chief Resident: Quality + Safety

## Discharge Process

- Definitions for common DC terms
- How to write a simple DC prescription
- Diabetic and insulin prescriptions
- DME prescriptions
- New Hemodialysis
- IV Outpatient Antibiotics
- Homeless OR uninsured
- Home Oxygen
- Placement (Nursing home or SAR or Other) Transportation:
- Using the "Depart":
  - Diagnosis
  - Med reconciliation
  - Follow up appointments
- Discharge order.
- Discharge summaries.





## Some definitions for clarity

- Inpatient Rehab (IPR)
  - Inpatient rehabilitation facility such as RIM (rehab institute of Michigan)
  - Pt must be able to do 2-3 hours of rehab per day to quality.
  - (ie: hemiparesis after a stroke who can do hours of exercises, or a relatively healthy person after a car accident / trauma.
- Sub-acute Rehab (SAR) also called "Skilled nursing facility" (SNF)
  - Not as intense as IPR, usually patient will get physical therapy for 30-60 min, 2-3 x week
  - Bridge between "Home" and "Hospital", stay is usually <8 weeks</li>
  - Ex) Little old lady with a pneumonia who has lost strength and is not quite strong enough
    to go home on her own but will probably be back to baseline in a few weeks
- Nursing home (NH)
  - Permanent living place for elderly debilitated or disabled person
- LTAC (Long Term Acute Care)
  - Long term care for critically ill patient who will likley never get better but is surviving
  - Ex) Pt post cardiac arrest with ROSC after 35 minutes of down time and so far no functional recovery on ventilator via trach and fed via PEG tube feeding in LTAC.

#### Some definitions for clarity

- DME (Durable Medical Equipment)
  - Any medical equipment or device which is not medication
  - Glucometer, nebulizer, CPAP, wheelchairs, walkers, hospital bed
- Social work (SW) or (MSW)
  - Social work for places:
  - Help patients/families with social needs: insurance enrollment, drug rehab facility list, list of homeless shelters
  - Shelter list, NH placement, SAR placement
  - Some have masters degree (MSW)
- Case Management (CMS)
  - Case Mgmt for things
  - DME (durable medical equipment), IV abx, home O2, home health care aid, home physical therapy, Prior authorizations



## Preparing for discharge

- Start planning from time of H and P)
  - How did they get here
  - How will they leave (complicates transport)
  - Are they insured (complicates DC meds)
  - Is there any line, tube, or device anywhere on the patient (oxygen, PICC line, CVC)



## D/C Issues: Prescriptions

#### Prescriptions:

- Any new meds? Does the patient need insurance approval?
- Any uninsured patient will required enrollment in MI medicaid
- Anything requiring a "prior authorization" will require help from Case Mgmt.

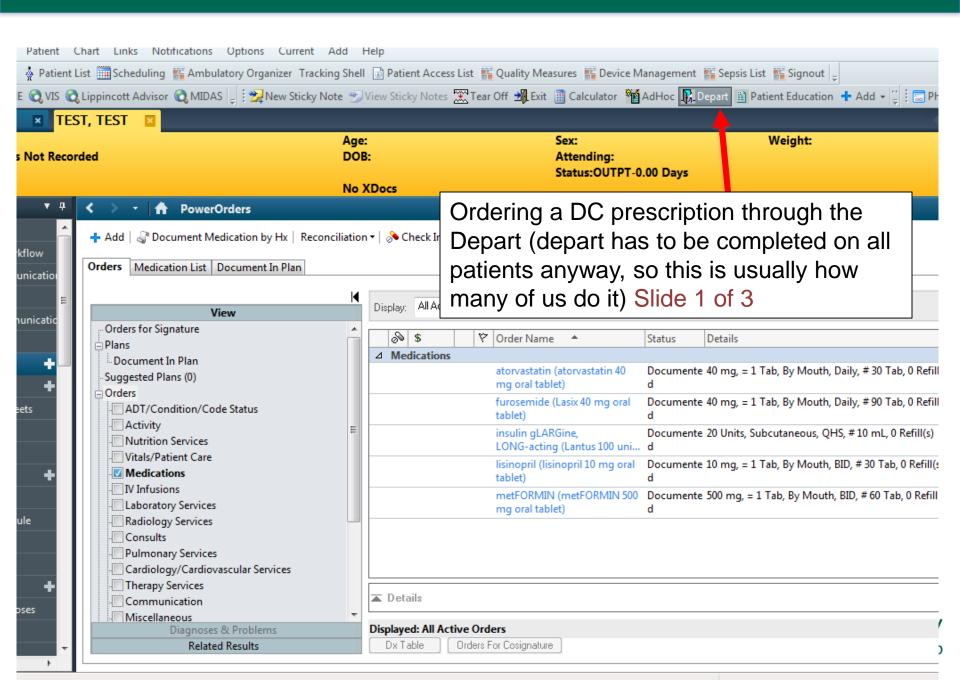
#### Timeline Ex:

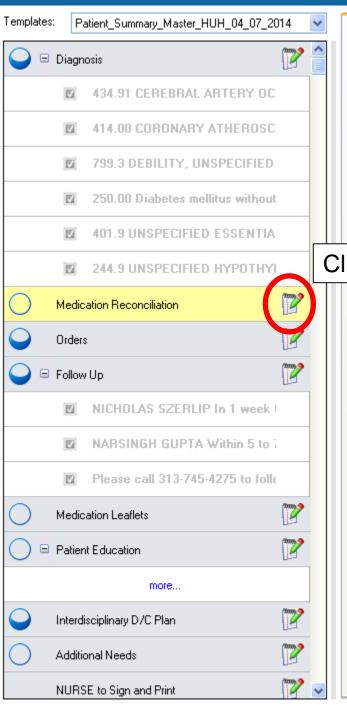
- Patient with DOE and leg swelling, CT shows acute PE
  - Pt is stable, seen in ED on Heparin drip IV
  - You know the patient needs to go home on an oral anticoagulant
  - Order discharge prescription for Apixiban (to see if covered or not)
  - Consult Case Manger, WRITE "Insurance coverage vs prior auth of Apixiban"
- Note about Medicaid (Eligibility generally based on income)
  - Most MI Medicaid plans have \$0 Copay for formulary medications
  - Caveat: formularies are extremely limited and anything not "Tier 1" will require a prior authorization
  - Ex: molina covers Metformin and sulfonureas for oral DM medications,
     but not a single other pill option without a prior authorization.

# 3 Ways to Write a Discharge Prescription

- 1) The "Depart" discharge Med Rec menu
- 2) Through the Med Rec discharge tab
- 3) Through power orders







DMC Harper U

DMC Patient D

Patient Portal Registration: No, Not Intere

TOC/Clin Summary

#### Click on Medication Reconciliation Pad

PIII

FIN: DOE

Allergies: No Known Allergies; No Known Medication

Allergies

Unit: Not Found

Patient Summary

Unit Phone: Not Found

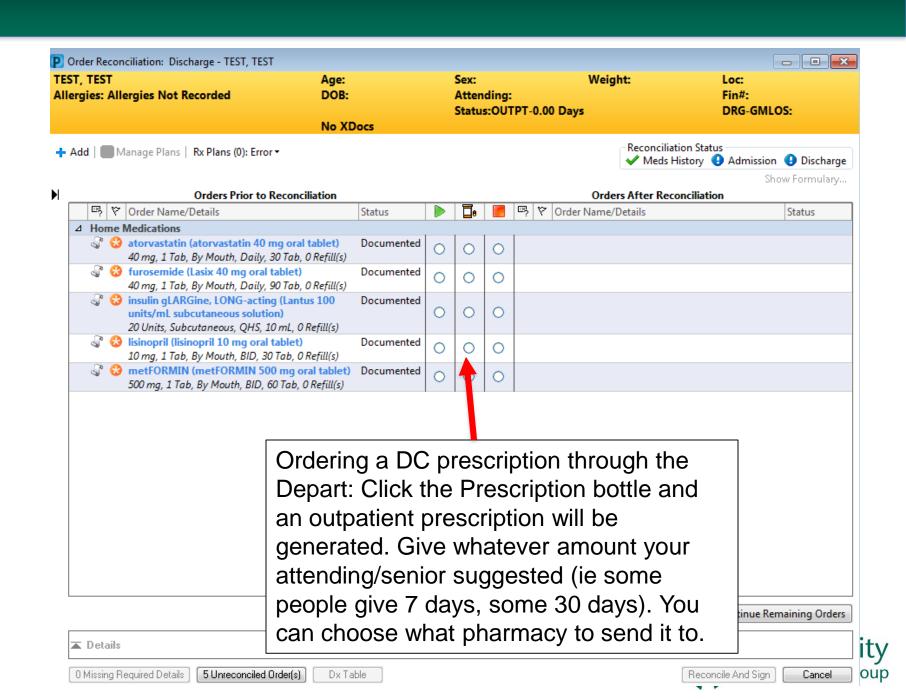
Attending Physician: GUPTA MD, NARSINGH D Consulting Physician: PAPALEKAS MD, PANO L Primary Care Doctor: GUPTA MD, NARSINGH D

**Admission Date:** 6/30/2014 2:37 PM **Discharge Date:** 7/4/2014 19:42:30

Discharge Diagnosis(s): CEREBRAL ARTERY OC CORONARY ATHEROSCLEROSIS OF UNSPECIFIED UNSPECIFIED; Diabetes mellitus without mention o uncontrolled; UNSPECIFIED ESSENTIAL HYPERTEN

#### Follow-up Appoi

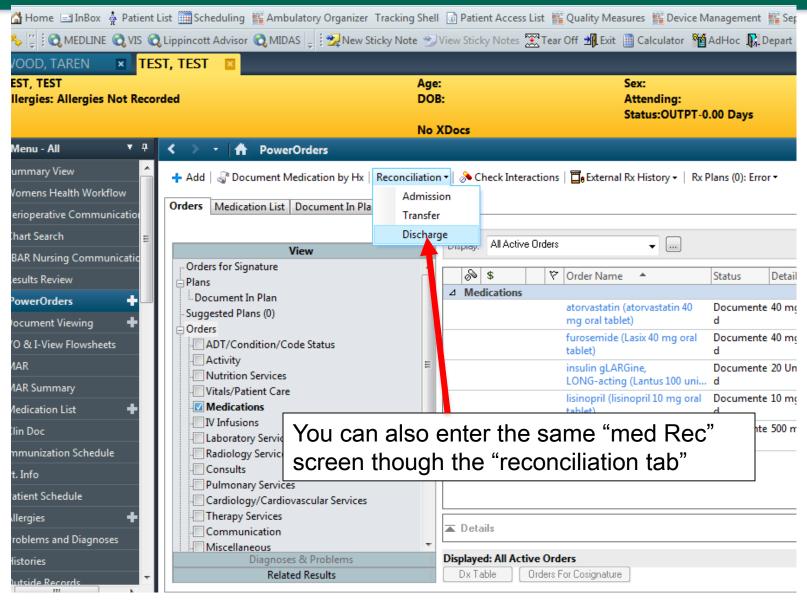
ABRAHAM, ERMA has been given the following list Physician Group



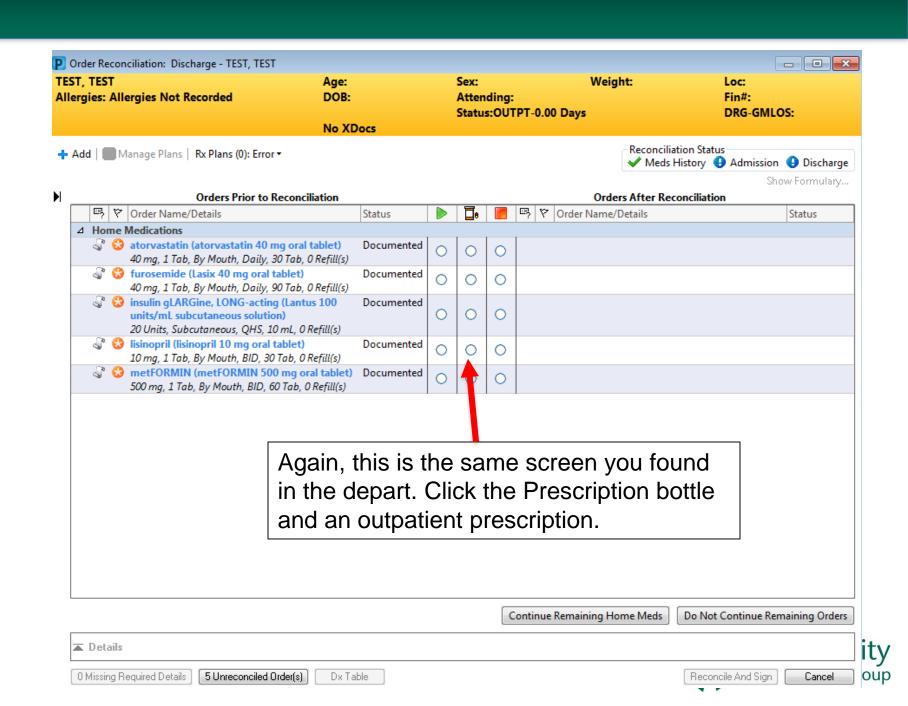
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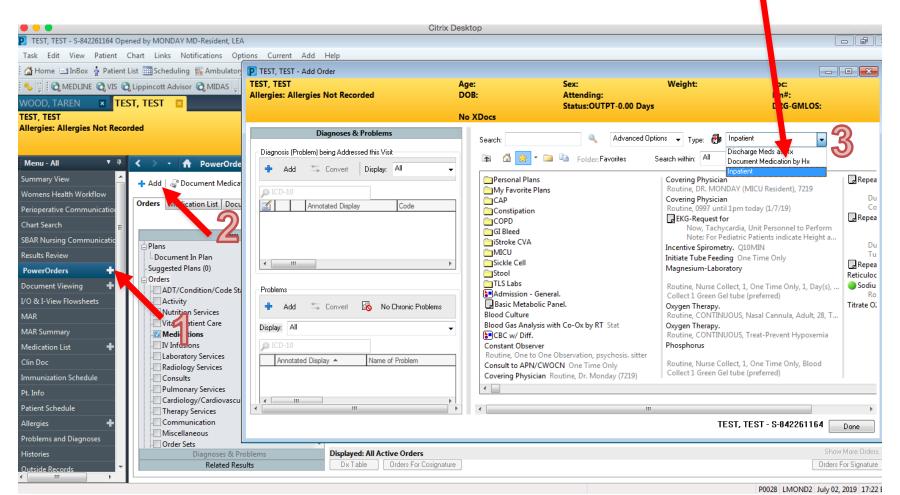


# 3 Ways to Write a Discharge Prescription

- 1) The "Depart" discharge Med Rec menu
- 2) Through the Med Rec discharge tab
- 3) Through power orders



#### Powerorders > Add > change the menu on the Right to select "discharge Meds as Rx"





#### D/C Issues: Diabetics

Suggested Plans (0) ADT/Condition/Code Statu

Activity

Nutrition Services Vitals/Patient Care IV Infusions Laboratory Service

Radiology Services

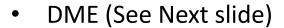
Pulmonary Services Cardiology/Cardiovascular Services

Therapy Services

Communication

#### Insulin:

- Insulin pens Vs Vials (ask patient which one they need)
- If new to insulin, order pens
- Pen = 3 mL @100 units/ml = 300 units
- Vials = 10 mL @100 units/ml = 1000 units
- Ex: Novolog 12 units SubQ TIDAC = 36 units/day = 1080 units /month
- would need 2 Vials OR 4 Pens for a 30 day supply



- Glucometer
- Test strips
- Lancets
- Alcohol pads
- Teaching on insulin
  - Nurse will teach the patient how to inject the insulin
  - Endocrinology clinic also offers weekly diabetes education\_classes (patient can call 313-966-2492)

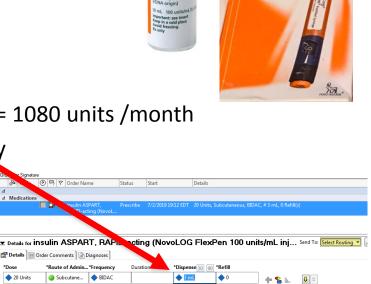


◆ 15 mL

◆ 30 mL

⑦ □ ♡ Order Name





Physician Group

## D/C Issues: DME

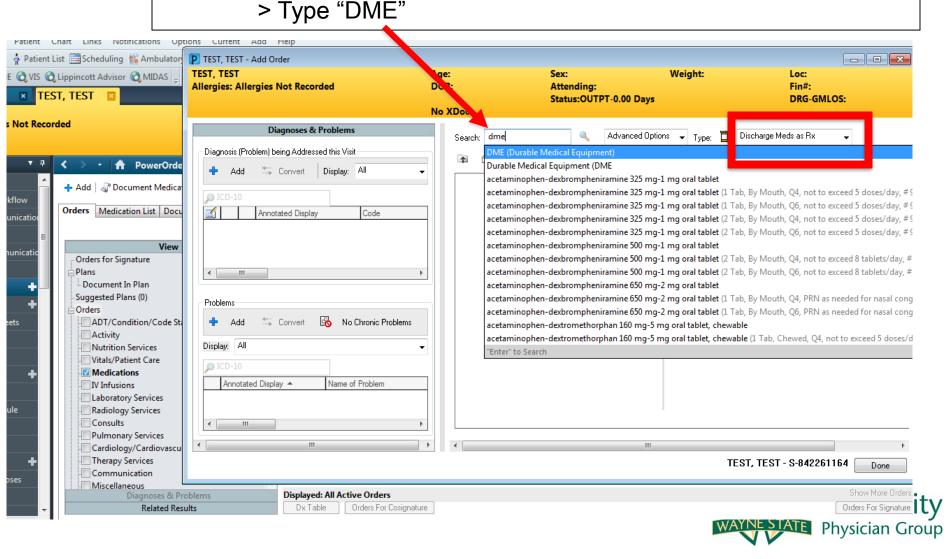
- DME (durable medical equipment)
  - Can be written in power orders

 Give the paper to case manger or leave for him/her in the chart

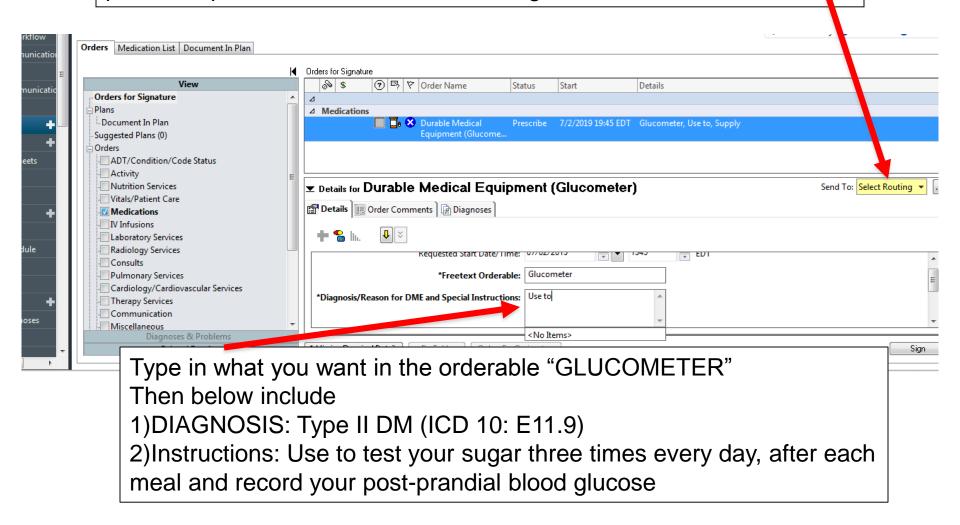




- > Add
- > change the menu on the Right to select "discharge Meds as Rx"

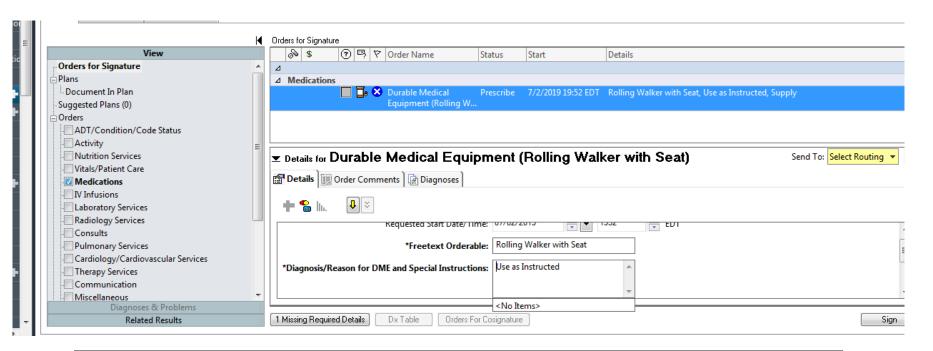


When you are finished, select rounding to the printer on the unit and put in the patient chart for the case manger.





# You can use the DME free text box to order any DME In this example I ordered a rolling walker with seat



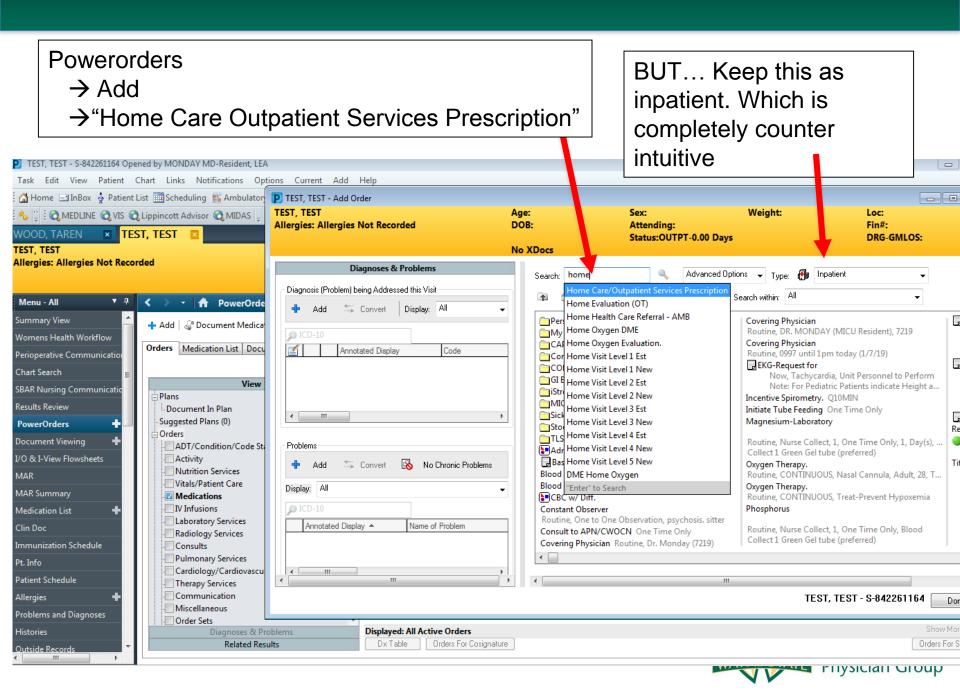
Always remember to write the diagnosis and ICD 10 and directions No diagnosis and ICD10 code = Not going to be paid for



#### D/C Issues: Home Health Care

- In some cases a Physical Therapist, Occupational Therapist, or CM will recommend home health care
  - Home PT/OT
  - Home health aid (comes 1-2x week to help bathe or assist patient)
  - Home medication Mgmt (comes 1-2 x week to help teach medications)
  - Home PICC Nurse (for IV Antibiotics and Lab monitoring) \*\*\*
- Order Home Health Care through "powerorders"
  - "Home Care Outpatient Services Prescription"
  - <u>Caveat</u>: Even though it is for discharge, this is one thing that you keep the right sided menu as "inpatient". (see next slide)

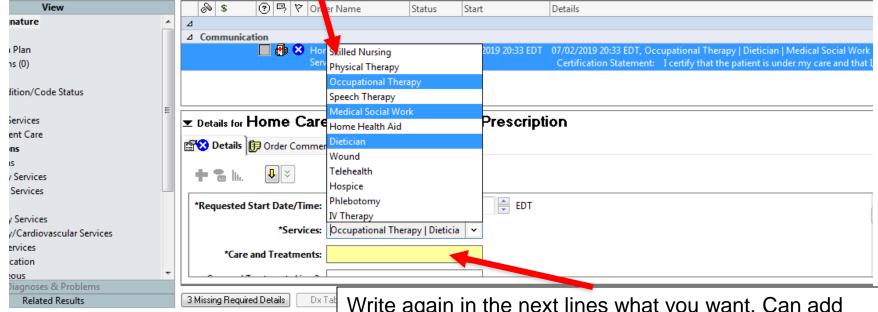




Once inside the "Home Care Outpatient Services Prescription"

You can select what you want (skilled RN, PT/OT, wound care, etc)

To select more than one, hold down "control" key and click



Write again in the next lines what you want. Can add details like,

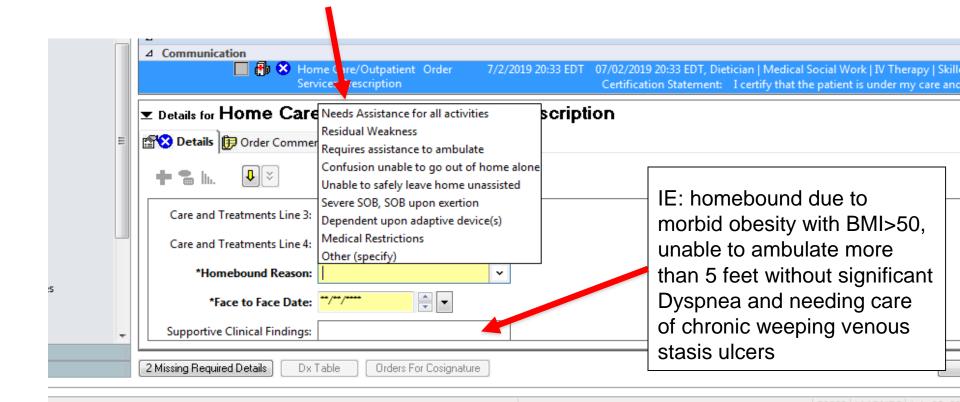
"PT/OT for fall reduction therapy and core strengthening", Wound care to change kerlex daily on lower leg chronic venous stasis ulcers bilaterally.



Lastly, You have to state why the patient is homebound to get medicaid/medicare to pay for home based services

Select a reason or if none fit select "Other"

Add as much information and clinical supportive findings to the "supportive clinical findings" box



### New dialysis patients

- First 3 sessions are inpatient
- Outpatient HD requires acceptance at a center
  - Debra Stallworth is HD social worker
  - Set up outpatient HD unit/schedule:
  - Nephrology team usually sets this up.
  - Include info in the depart summary.
- May required vascular surgery appt after DC
  - Vein mapping for fistula or graft placement



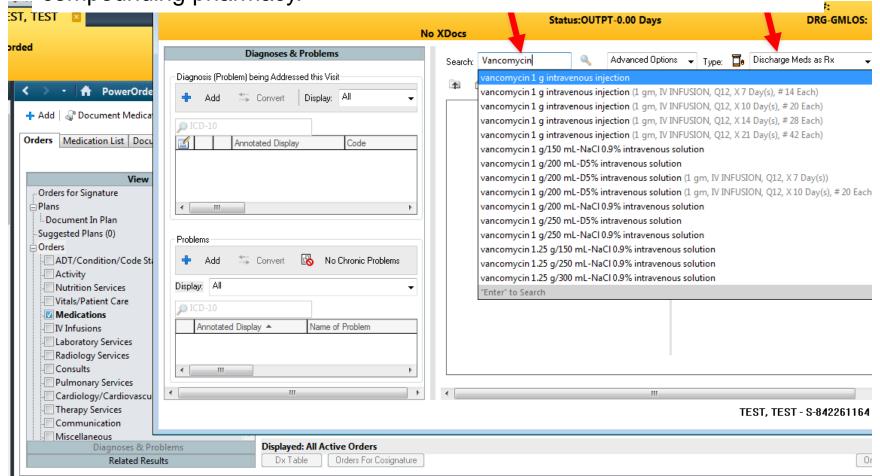
#### IV Antibiotics

- Prolonged IV Abx are sometimes needed
  - Osteomyelitis / diskitis, minimum 6-8 weeks Tx
  - Sometimes no oral options d/t resistance, etc
  - 1) Consult Case Manger and tell them IV Abx will be needed
  - 2) ID Consult service tells you these details:
    - Drug, Dose, Frequency, Start Date, Stop Date (total duration)
    - Lab Monitoring (Ex: CBC, BUN/Cr, and ESR weekly x 6 weeks)
    - Name of ID fellow or attending following outpatient
    - Tolan Park ID Clinic Fax (313-745-5192) and phone (313-966-7601)
  - 2) You write an actual discharge prescription as above
  - 3) You write a Home care outpatient services prescription
  - 4) Order PICC line placement: (indication home IV Antibiotics)

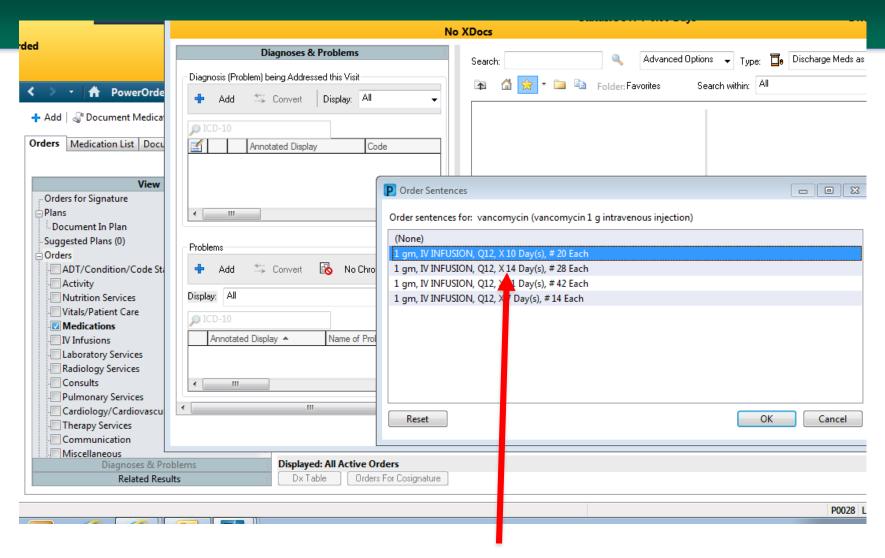


Powerorders → Outpatient prescriptions →

Pick whatever intravenous solution, you can change the details in the order, as each order is customized per ID recommendations no matter what. Do not worry about the volume or diluent. That is up to the compounding pharmacy.

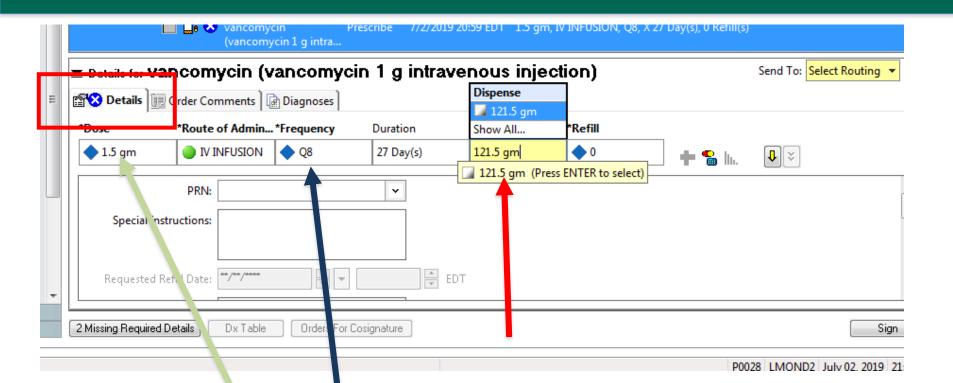






Again, Pick any option as you will have to customize the order no matter what





University
Physician Group

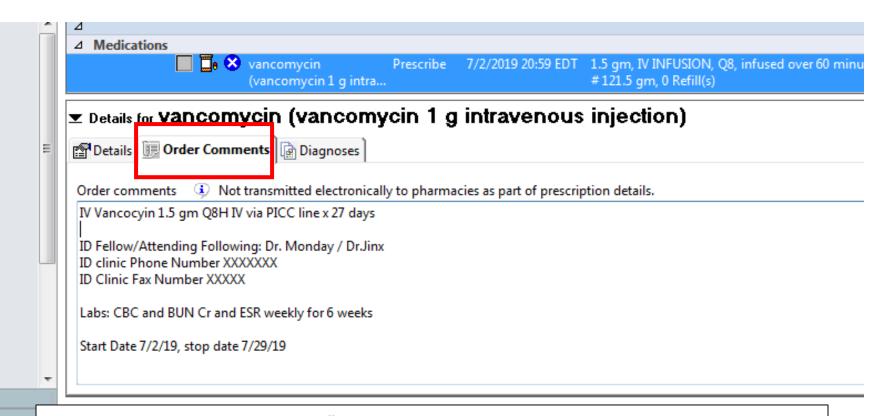
In Details tab: Customize the order:

Ex: Vancomycin **1500mg Q8H** x 27 total days, you will have calculate the amount to dispense

1.5gm x 3 per day x 27 days = "121.5 GM"

Or

3 bag per day x 27 days = "81 doses" OR "81 bags"



Lastly, In "order comments" tab, Write every single thing the and parameter the ID specialists said in the recommendations including monitoring, attending/fellow name, Clinic phone and fax, and start and stop date. Then print and give to CM



## Homeless OR uninsured

#### Uninsured:

- SW needs to be consulted: insurance enrollment
- Keep in mind, these patients may work 3 jobs just none offering insurance

#### Homeless:

- Get Shelter list from Social worker
- May have insurance (just no stable housing)
- Can be placed in SAR/IPR if medically needed, but cannot be placed permanently in NH just to have a place to stay

### Home oxygen

- Think about this early and let CMS know
- Order the home O2 eval the day before or the day of discharge
  - Many insurance (Medicare) will not accept Rx if home O2 eval was >24 hrs before discharge
- Need to put DME order for oxygen including delivery method (nasal canula), rate (2L or 2L at rest and 4L with exercise) and be sure to include if an oxygen conserver is needed. Print and put in chart.
- Patient can't leave until O2 canisters are at bedside or if ambulance is transporting patient.

#### SAR or NH or Other Placement

#### • Timeline:

- Consult PT/OT: they will state SAR vs IPR vs other
- Consult SW: reason "Requires SAR Placement"
- SW will talk to pt/family, give them list of eligible facilities in the requested area with available beds
- Family/patient picks a top 3 preference list
- SW requests a bed at facility and awaits insurance to authorize (they have up to 72H)

Ex: anyone brought to ED by family as a "social Admission" because they can't care for them... consult PT/OT and SW right away, you know they'll need placement

#### SAR or NH or Other Placement

- DC summary
  - not required until 24H after discharge, but if you can, try to send one with the patient so the facility knows what you did
- As SW if you need to write DC scripts
  - Some NH/SAR give their own medications
  - Others request paper prescriptions
- Fill out paper ambulance form
  - On the nursing units, RN will call for ambulance transport to the SAR/NH

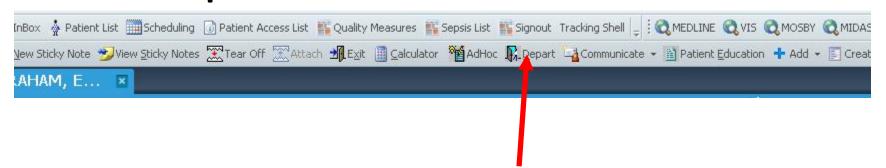
### Transportation

- Family member contacted for a ride.
- Taxi vouchers or Bus pass
  - —Ask case manger
- Ambulance
  - —always use to NH/SAR or other facility
  - Paper ambulance form on unit
  - Nurse will call for the ride



## **Actual Discharge Process**

## Depart Must Be Filled Out



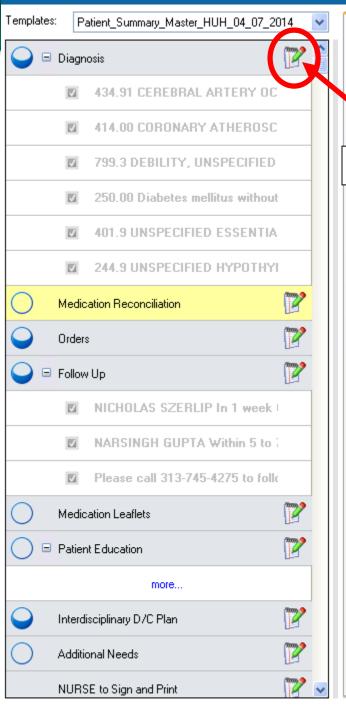
This is printed and given to the patient

Patient cannot leave until this is completed

Can be started before the day of discharge

For example, the diagnosis is known by day 1-2 and the needed appointments are often known before in days leading up to the discharge





Patient Summary TOC/Clin Summary

#### DMC Harper U

DMC Patient D

#### Entering diagnosis (only need 1)

Patie

PTII

FIN:

DOE

Allergies: No Known Allergies; No Known Medication

Allergies

Unit: Not Found

Unit Phone: Not Found

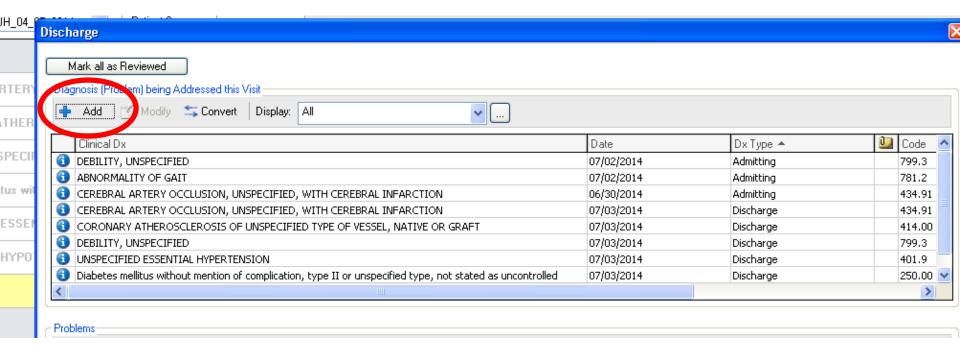
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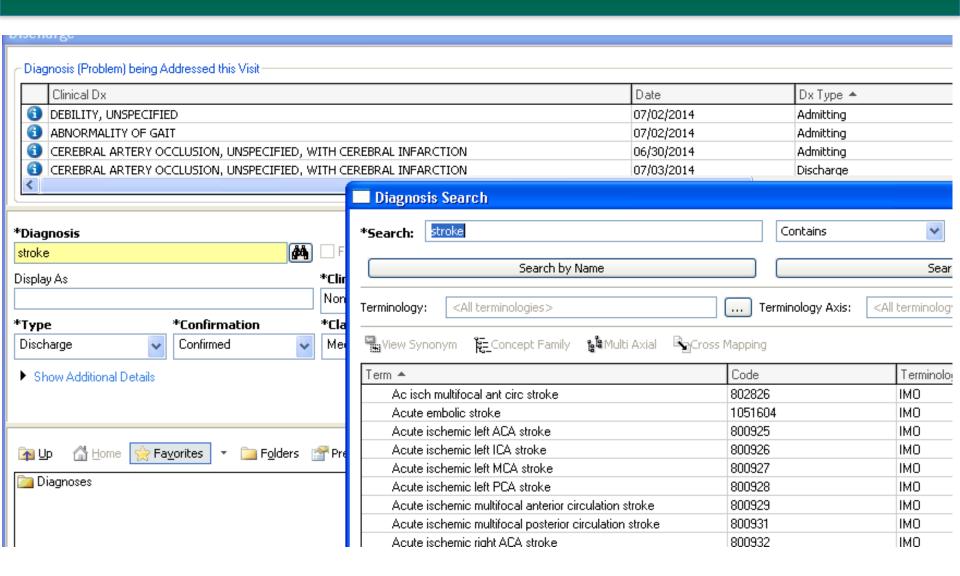
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### Follow-up Appoi

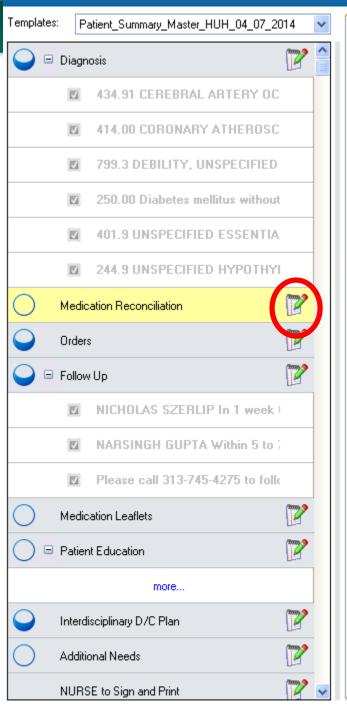
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Patient Summary TOC/Clin Summary

#### DMC Harper U

DMC Patient D

Patient Portal Registration: No, Not Intere

Patie

PTII

Med Rec: to write any DC prescriptions and form final home medication list

Unit Phone: Not Found

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Green arrow: continue this med, but I am not writing a prescription for it. Ex) pt already has it at home

🕂 Add | 📴 Manage Plans

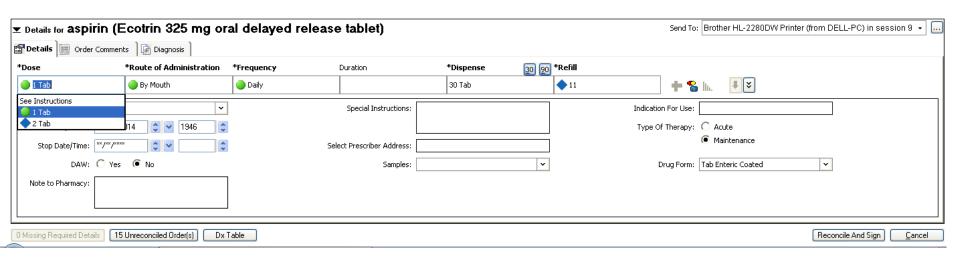
Details

Red Square: STOP taking. Use for drugs used only in hospital or prior home meds you want the patient to stop taking:
NOTE: any active orders in any outpatient pharmacy will still be active unless you call to cancel the prescription

Orders Prior to Reconciliation Orders After Reconciliation 🖳 🎖 Order Name/Details Status □• ♥ Order Name/Details Status ∃ Home Medications 📆 🚷 aspirin (Ecotrin 325 mg oral delayed release tablet) Prescribed 0 325 mg, 1 Tab, By Mouth, Daily, 30 Tab 🔐 🚷 atenolol (atenolol 50 mg oral tablet) Documented 0 0 50 mg, 1 Tab, By Mouth, Daily 📆 🚷 atorvastatin (atorvastatin 20 mg oral tablet) Prescribed 20 mg, 1 Tab, By Mouth, QH5, 30 Tab Documented 0 0 0 0.3 mg, 1 Tab, Daily metFORMIN (metFORMIN 500 mg oral tablet) Documented 0 0 0 mg, Tab, By Mouth, Daily 🔐 🚷 mirtazapine (mirtazapine 15 mg oral tablet) Documented 0 mg, Tab, By Mouth, QH5 nitroGLYCERIN (nitroGLYCERIN 0.4 mg sublingual tablet) Prescribed • 0 0.4 mg, 1 Tab, Sublingual, QSMIN, 100 Tab, PRN: As needed for Chest Pain < Notes for Patient > □ Continued Home Medications acetaminophen (Tylenol) Ordered acetaminophen (acetaminophen 500 mg oral tablet) Prescribed • 0 0 500 mg, 1 Tab, By Mouth, Q4, PRN: Pain 500 mg, 1 Tab, By Mouth, Q4H, 180 Tab, PRN: for Pain < Notes for Patient > clopidogrel (Plavix 75 mg oral tablet) Prescribed 0 • 0 75 mg, 1 Tab, By Mouth, Daily, 30 Tab < Notes for Patient > 📳 设 clopidogrel (Plavix) Ordered 0 75 mg, 1 Tab, By Mouth, Daily 🔐 🚷 hydrALAZINE (hydrALAZINE 50 mg oral tablet) Documented 0 50 mg, 1 Tab, By Mouth, BID **hydrALAZINE** Ordered hydrALAZINE (hydrALAZINE 50 mg oral tablet) Prescribed • 50 mg, 1 Tab, By Mouth, BID, 60 Tab < Notes for Patient > 50 mg, 1 Tab, By Mouth, TID 🔐 🚷 levothyroxine (levothyroxine 50 mcg (0.05 mg) oral capsule) Documented 50 mCq, 1 Cap, By Mouth, Daily levothyroxine Ordered levothyroxine (levothyroxine 50 mcg (0.05 mg) oral tablet) Prescribed 0 50 mCg, 1 Tab, By Mouth, Daily 50 mCg, 1 Tab, By Mouth, Daily, 30 Tab < Notes for Patient > Ordered lisinopril (lisinopril 20 mg oral tablet) Prescribed 40 mg, 2 Tab, By Mouth, Daily 20 mg. 1 Tab. By Mouth. Daily, 30 Tab < Notes for Patient > 鄾 🚷 losartan (losartan 100 mg oral tablet) Pill Bottle: writing an actual DC Do Not Continue Remaining Orders

prescription. Can and should be done before discharge if you know for sure they will leave on this





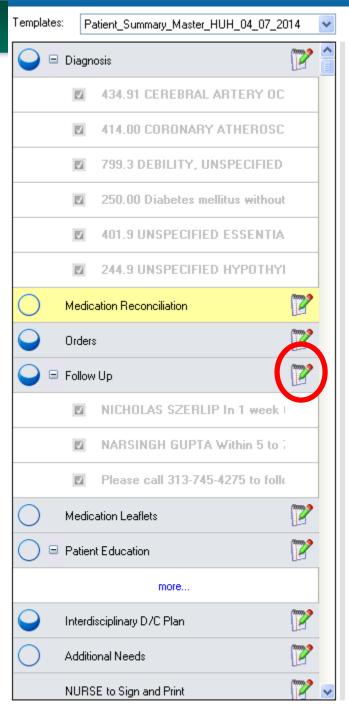
Clicking on any DC prescription on the right allows you to edit the amount, the pharmacy sent to, etc



## Follow up appointments

- University Physician Group appointments
  - **-** 313-745-4525
  - Operator will ask for name of doctor OR specially
  - Will ask for patient address, phone, insurance, and other information which is all on the "face sheet"
- Ideally should to see PCP within 7-14 days
  - If no PCP, can come to our clinic
- Include the info in the Depart Summary.
- Medical students can help





Patient Summary TOC/Clin Summary

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DMC Patient D

Patient Portal Registration: No, Not Intere

Patie

PTII

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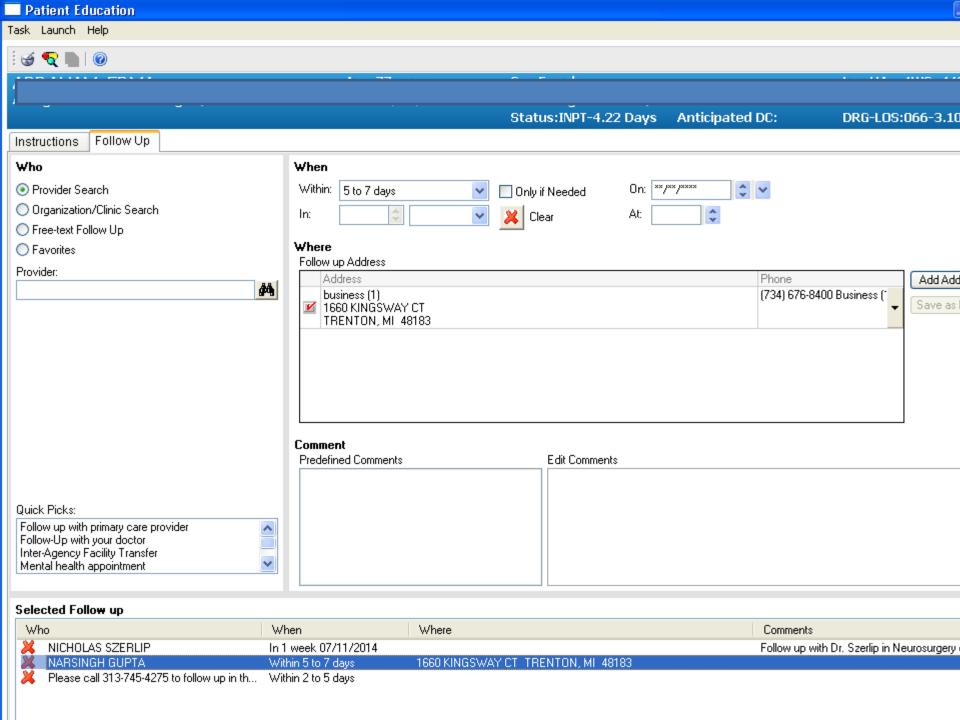
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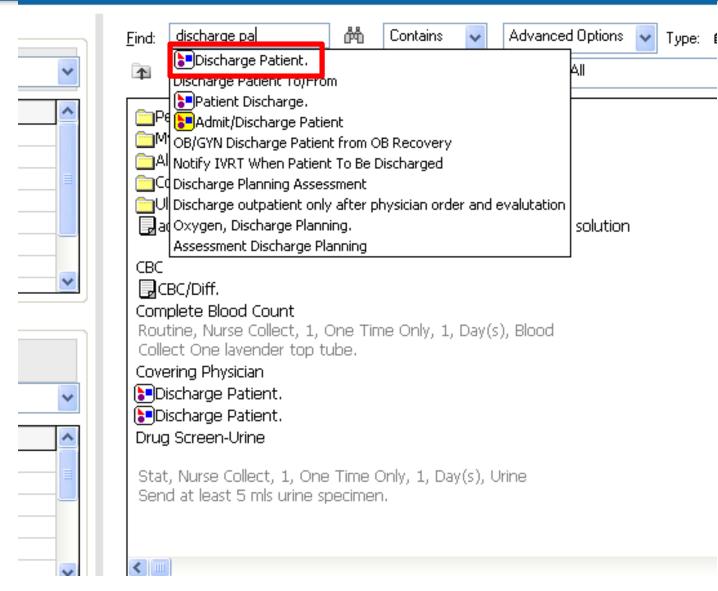
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# Discharge Order

• Use order set!



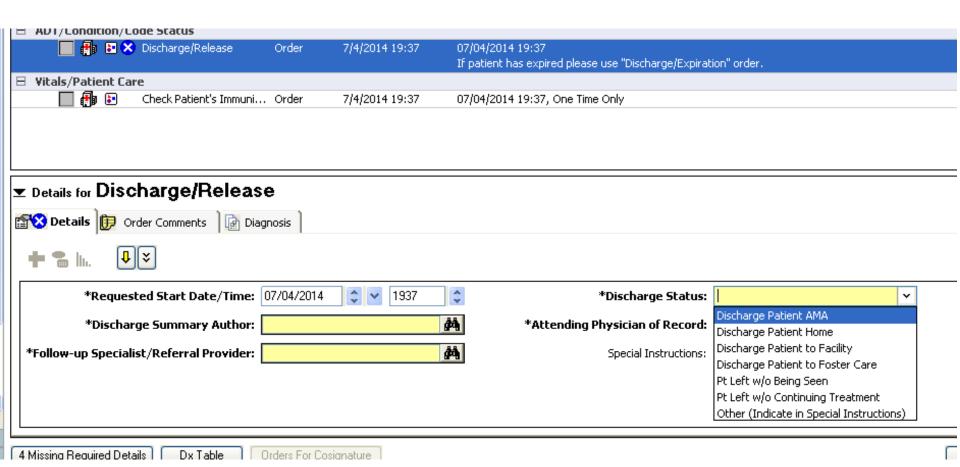




## Discharge Order

- Use order set
- Discharge order also default selected:
  - D/c to where?, attending name, d/c summary author (you!, unless you are night float or just covering and putting in an order for someone else), f/u physician (all Detroit docs should be here, let Dr. Shanker Kundumadam or Dr. Renato Roxas know if they aren't).
- Discharge time:
  - You can adjust the time.
  - Nurses have two hours to get patient out.
  - You shouldn't be changing the d/c time for trivial reasons when nurses ask.



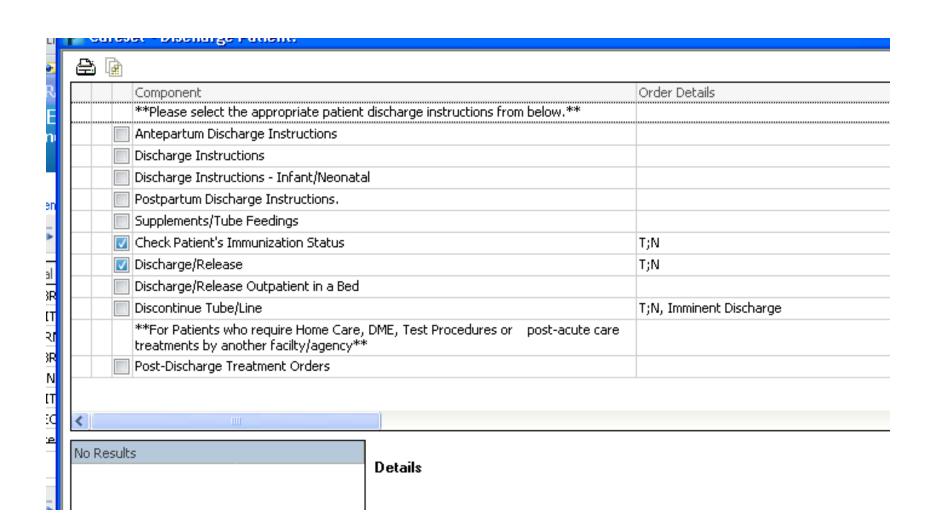




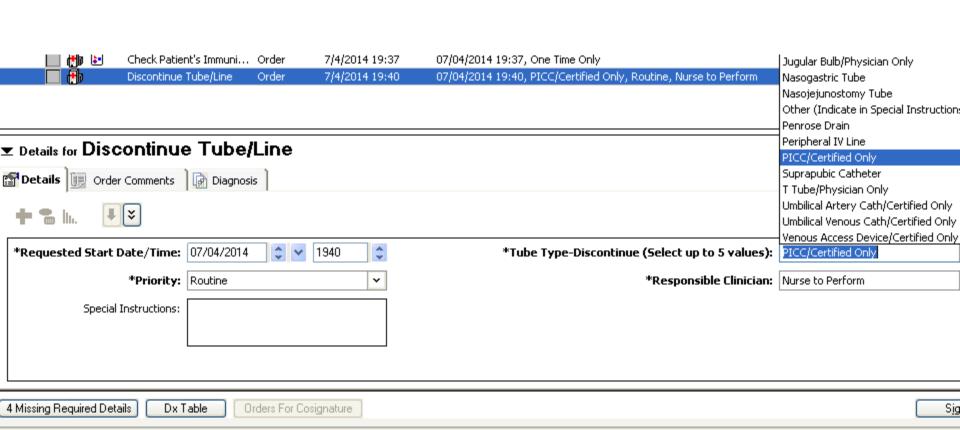
### Discharge Order

- Other orders for d/c:
  - Nurses will automatically remove IV.
  - Resident can remove midline, consult to IV team for PICC removals or for midline removals.
  - "D/C Foley" order.

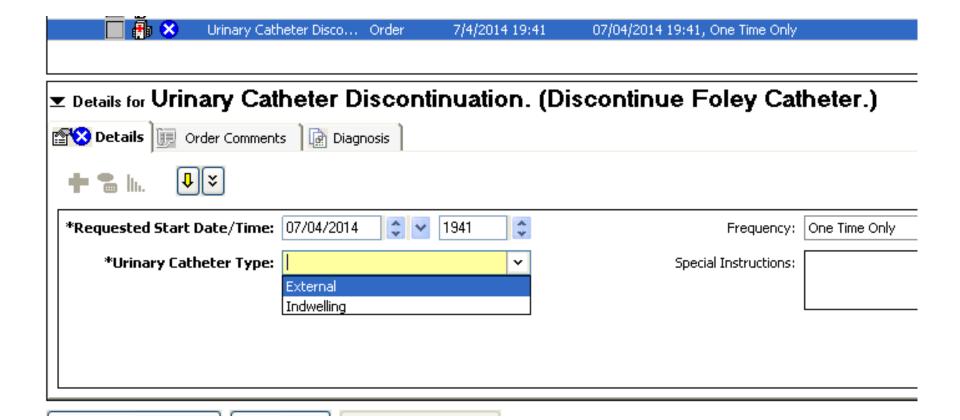














### Discharge Summary

- Needs to be done within 24 hours, but preferably on the same day!
- Can replace the progress note for that day
  - But must include subjective and physical exam
- Other important things to include
  - Admit day/discharge day.
  - Diagnosis.
  - Hospital course short and in prose also good to include a problem-based summary (like the bullets in the A/P on daily notes).
    - Remember that a lot of people will use only this document to get all of the patient's history from previous admissions, and anyone who this is faxed too won't have access to the rest of the notes.
    - Similarly the physical exam may be referenced in the future and needs to be complete and accurate.

      WAYNESTATE Physician Group Complete and accurate.

#### Readmissions

- Do your part to prevent it with appropriate education, med recs, setting up appointments.
- Readmissions for things like Heart Failure and a few others within 30 days don't get paid for by the insurance company.
- Also the readmission rates are tracked and can be publicly accessed on the internet.



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