Triage/PreAuth Updates

Julie Beardall has moved from the Triage team to the PreAuth Team.

Thanks Julie B. for all of your incredible work with Triage. She will be greatly missed by her Triage colleagues.

On the flipside, our PreAuth team is ecstatic to have her on their team. She is learning her new skills and responsibilities very quickly. In Julie B.’s place we have hired Valeire Swanigan who will be mainly supporting our Neuro, Comp Care, PM&R, and Pulmonary Care Divisions.

Valeire comes with years of MA experience, some of which include Endocrine, Pain Management, and General Pediatrics. Welcome to the team Valeire!

HIPPA UPDATES

ESP

Have you tried ESP lately? There are three tools to keep your protected health information (PHI) secure. These are Encrypt, Shred, and Pause to Protect (ESP).

Encrypt:
◊ To encrypt University email, always put the letters PHI in the subject line of any emails containing sensitive information (PHI).
◊ Any laptop used for Hospital business must be encrypted.
◊ Any USB used for Hospital business must be encrypted.
◊ Passphrase protect your cell phone and mobile devices. Encrypt if available.

Shred:
◊ Paper, notes, film, photos, or other hard copies containing PHI must be shredded at end of life.
◊ Electronic media containing PHI must be purged and/or destroyed. (For University owned computer hard drive disposal, contact: University Surplus and Salvage at 801-581-7917, or ITS Asset Management at 801-587-6003.)
◊ Redaction of PHI on paper records is not an approved method of rendering PHI unusable.

Pause to Protect:
◊ Double-check all ‘After Visit Summary’ Forms (AVFs), sort and Highlight the patient name before giving to the patient.
◊ Read the name and say the patient name when handing to the patient.
◊ Double-check all mailings.
MDRO Testing in the Clinics

Clinic patients with a history of MRSA may be eligible to be tested to clear from MRSA, but they also might not. Several criteria must be met in order for patients to be eligible for clearance testing, and must ALWAYS be approved by infection control first. Sharon Soutter is the OPC Infection Prevention and Control nurse, and should be contacted (x21628) with any infection control concerns in the clinic, including to screen patients for MRSA clearance. If she is not available, please call the Hospital Infection Preventionists (IP’s) who can be paged via Smart Web. Please DO NOT call the lab to obtain instruction....this will be given to you by Sharon or the hospital IP’s if the patient is approved for clearance.

The daily MDRO emails sent to Lead MA’s and front desk staff contain information about if and when testing may occur. Some patients should not be tested because of persistently positive past testing....usually testing is a waste of money for the family in these instances. Below are examples of what you may see. Patients colonized with ESBL, CRA, CRE or VRE are not eligible to be cleared by testing....they just have to wait until the date indicated to drop out of the MDRO database:

ex: Prev Culture ESBL FL 08/26/2014 PCM Patient requires precautions until 8/26/2019. Testing to clear from MRSA is not available.

Some patients are not able to be cleared because it is too soon:

ex: Prev Culture MRSA PCR 01/28/2017 PCM Patient requires precautions. Too soon to test to clear from MRSA.

For Clinic Employees and Providers

If you have a need that requires immediate attention from a Lead MA/Supervisor/Manager, please call the Vocera group “Lead MA”. If you are using a Vocera to place this call, simply press the call button and state “Lead MA”. If you are using a land line you can call 801-662-6677 and state “Lead MA”. Common reasons may be issues with space or clinic rooms, patient/family wanting to discuss a complaint, lack of supplies, malfunctioning equipment, or building issues. Any questions, please contact Dave Meyers.

Death Notification Process

The HIM Solutions Committee has been granted approval by the ADC for the following Death Notification Process in effect as of April 1, 2017.

1. Intermountain e-mails Deceased patient list to PedsHIM@hsc.utah.edu(Weekly)

2. HIM reviews list for treating providers/clinics
   - HIM verifies both Epic and Help2 have been updated accordingly (marked deceased)
   - HIM cancels pending reminders and appointments

3. HIM sends e-mail to identified division AA and cc’s providers involved with patients care

4. Division AA works with providers to determine next course of action.