

Medplex Clinic Orientation 2007-2008

- The Medplex clinic is operated by Shelby County to provide care for its residents. The Medplex is part of a system that includes the “loop” clinics located in neighborhoods through out the city.
- Our purpose in staffing these clinics is both to provide an ambulatory training environment, and to serve our community’s un- and under-insured citizens
- Currently, the Medplex accepts uninsured and fully insured (including Medicare/TennCare) patients, as well as pts covered by certain TennCare plans. Uninsured patients from outside Shelby County are “full bill”.
- TLC is the TennCare plan sponsored by the Med and UTMG.

Clinic culture

- Clinic begins promptly at 8 a.m. or 1 p.m.; at that time, an ambulatory clinic talk will be given. Handouts are located in mailboxes in the physician conference rooms. Talks will last 10-15 minutes, and will provide practical information on common ambulatory issues. A schedule is available at www.utmem.edu/gim/medplex, as well as copies of the handouts.
- Residents who are consistently late will be dealt with in elementary school fashion, and may be required to attend extra clinics or prepare the clinic small talks.
- First year residents are scheduled to see 5 patients, second year residents 7, and upper level residents 8. We expect you to see no more than 5,6, and 10, respectively. If for some reason you are overbooked (and more than your quota keep their appts), attendings and fellow residents will help you see your patients so that no one is overloaded.
- Each clinic group operates as a team; no one leaves without getting clearance from an attending, and each person pitches in to help the others so the work can be completed in a timely manner. Residents who are consistently tardy, or who move too slowly, cannot expect this courtesy to persist indefinitely.

Approach to patients

- Your patients are always your patients; expect nursing staff to contact you about them.
- Keep your pager on except when you are sleeping, so we can contact you more easily.
- Except for walk-in patients, we are providing complete care for our patients – perform complete h&p’s annually unless one of your peers has already done it (for example, patient had full h&p during hospital admission)
- “True” walk-in patients are to only have today’s problem addressed; more complete care should be provided by their usual PCP. However, complications in the scheduling system have forced the placement of some continuity pts into the walk-in group. Hospital follow-up patients are also scheduled here.
- We are very interested in preventive care, and will encourage you to do so

Charts

- Please complete summary sheets for current medications, prevention, and problem list at your first visit. Update them each visit thereafter.
- Nursing notes contain vital signs, weight, reason for today’s visit, and accucheck in diabetics.
- On the progress note, record your history, physical exam, and medical decision-making. For accurate billing, please record current meds on today’s note.
- For accurate billing, please always legibly record diagnoses under diagnosis section of today’s progress note, and always sign your name!

Approach to the visit

- Gather information. Review the chart, and see what meds the patient should be on, current dx’s, and any test results pending at last visit.

- The orange sheet on front of the chart will indicate the room the patient is in, the lab drawn today, and availability of recent test results.
- If non-computerized test results are not in the chart, please ask the nurse/nursing assistant to get them for you, or write an order for it to be placed on chart for the next visit. The "chart prep" nurse will find it for you.
- Complete/update summary sheets.
- Pull out flag by door stating, "MD with patient."
- Talk with patient and perform necessary exam-15 minutes.
- If patient doesn't know their current med regimen, call their pharmacy.
- Complete progress note legibly and formulate a plan of action.
- Always print the diagnoses
- Check out with attending, who may amend your plan.
- Obtain any tests needed for today
- Clearly indicate if tests are needed today, prior to next visit, or on return.
- Write prescriptions if necessary.
- Update summary sheets if you have added new drugs, made new diagnosis, etc.
- To avoid accidental overbooking, please provide the clerk with a wide range of appt dates; i.e., "RTC in 4 – 6 weeks."
- Discuss plan with patient.
- Pull out flag by door that states, "Patient ready for discharge".
- If you are waiting on test results, faxes, etc., to complete the patient's visit, prepare the next patient's chart and go see him/her as time permits.
- During your first 6 months of training, an attending must see all Medicare patients.

Referrals

- Referrals may simply be ordered on the encounter form - just state the urgency in your order.
- Urgent consultations may no longer be arranged by your calling that service to get permission to overbook; all referrals to busy clinics go through the referral nurse.

Data Gathering

- Lab, radiology, and non-invasive cardiology results as well as discharge summaries are available on the MED's computer system.
- Neurodiagnostic tests, PFTs, Pap smears and DEXAs are not available in our computer.

Vacation and other clinic cancellations

- All vacations should be scheduled as far ahead as possible, and no less than 60 days in advance.
- In urgent situations, feel free to get another resident to cover clinic for you. You can swap clinics with other housestaff.
- During Nightfloat, MICU and CICU, you will attend one clinic devoted to continuity patients. Otherwise, you do not attend clinic during these rotations.
- You do not attend clinic after overnight call.
- You do attend clinic whilst working in the ED, unless you are scheduling for the 3rd shift.
- Schedule vacations with the chief residents and Mrs. Lametria Reed-Elliott at Lelliott@utmem.edu.
- Please check with Mrs. Elliott to make certain vacation requests are fulfilled, as well as ICU, Nightfloat rotations and post-call clinic cancellations.
- If you swap your overnight call, get someone to cover for you.
- Let us know ASAP if rotation assignments or vacations are changed.
- **Please check to make certain the clinic schedule is correct.**

Pharmacy issues

- Residents are expected to monitor patients who are receiving anticoagulation therapy on the day they are seen by the resident, thus all patients should have an INR drawn and evaluated. The Pharm.D.s generally do not schedule a monitoring appointment around the time of a medicine visit.

- Maintenance medications should be given in quantities of 31 days rather than 30. New TN law says you must SPELL OUT quantities for all drugs. “one month supply” is no longer acceptable.
- There will be a Pharm.D. available to see patients at your request. We are targeting patients with uncontrolled diabetes and with medication issues such as financial or compliance problems.
- For patients who receive their medications from the MedPlex Pharmacy, medication profiles will be printed and placed in the patient’s chart. This will serve as a list of medications that the patient has received in the past 3 months. This will also serve as a prescription. The resident may make alterations to the profile such as ↑ benazepril to 20 mg daily #31 X 6 refills. Discontinued medications should also be noted. The resident should date the profile, initial each medication change or refill, and both write their name legibly and sign at the bottom of each profile.
- Dr’s. Jennifer Campbell, Krista George, Gale Hamann and Kristie Ramser are Pharm.D.’s who work with us as well as with pharmacy residents and students. They are available for consultation.
- The pharmacists run a HELP (htn, endo, lipids, polypharmacy) clinic to which you may refer patients.
- The TennCare formulary is available online. 1 August, TennCare will pay only for 5 prescriptions, and only 2 may be branded.
- Forms for prior approval must be completed when non-formulary drugs are prescribed to TennCare patients.
- The Medplex pharmacy is open 8-5; it has a limited formulary with prices lower-than-retail. Shelby county residents can set up an account and pay off bills “on time”. The pharmacy also has a patient medication assistance program (PMAP) to help patients get meds for very little money IF they meet financial criteria. We have also recently instituted a sample program through the pharmacy (See the Med’s intranet webpage for drugs available by sample and PMAP.)

Overall Clinic Schedule

- Clinic runs on a lighter schedule during the Christmas/New Year’s break. Residents are assigned to staff clinic during these holidays. Hospital follow-up visits, follow-up of abnormal labs from recent visits, etc. may be seen during this time, as well as walk-in patients. At least 1 faculty member will be assigned to staff clinic with these residents. We do not intend to schedule routine visits during this holiday break. But if one shows up, we are unlikely to turn him/her away!
- Preliminary residents will function in large part this year to see “priority” patients. We hope this helps us be more responsive to our patients’ needs. You are scheduled to see 2 pts, but expect to see walk-in pts and help the other residents.
- Please return your hospital follow-up patients to your clinic day. You may already be booked up, but at least you can provide info to the houseofficer who is able to see the patient.
- Remember to check if your inpatient is assigned to a PCP elsewhere. His/her TennCare plan won’t pay for the patient to come see us at the Medplex.

Systems in place to help you

- RN clinic is available for BP checks, injections. Complicated issues are not suited for this clinic.
- Save your patient list each week, and use it to prompt you to look up lab, etc.
- Notebooks are now in place in clinic to help you follow-up test results. Take the pink carbon from the progress note, and file it in your clinic's notebook to be checked next week.
- Phone numbers for patients
 - Appt 545 6969
 - Medplex Pharmacy 545 7968
 - Triage voicemail 545 6370
 - After hours 545 7185
- Look in your mailbox each week for test results, mail, etc.
- We have a website – www.utmem.edu/gim/medplex. This orientation handout, phone number sheets, pertinent web links, etc. can be found on this site.