

# Therapy Scheduling Guidance

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## Aveanna Therapy Scheduling Guidance

**Purpose:** To instruct on patient scheduling and actions on the Rolling Calendar within the Pointcare application to ensure efficient scheduling for Clinicians and timely delivery of services for our patients.

### Actions on Visits – Today, Future, and Overdue

The buckets in which visits are scheduled to a Clinician can be separated into 3 categories: Today, Future, and Overdue. Each of these categories will have unique options to act on a visit. Below is guidance for each category and each action that can be completed.

## Today's Visits (Always start by 'accepting all visits').

Note - To 'Accept All' hold down the **Today (3)** bar on the top of your Rolling Calendar and then select **Accept All Visits** and 'sync' your tablet. If all planned visits are appropriate and 'accepted' for the day, no further action on the day is needed.

- R Reschedule** - Users will 'Reschedule' when the patient will stay with the same Clinician, but move to a requested date within the Medicare Week (Sunday through Saturday).
  - Note - '00', '01', '02', '06', '15', and '33' service codes go to back office to reschedule. This means that an office employee will need to place this visit back onto the Clinician's schedule before it appears on the future date. The other service codes of '10', '11', '18', and '19' are able to move freely within the Medicare Week without office intervention (they will appear on appropriate date following a 'sync' by the User).
- O Reassign** - Users will 'Reassign' when the patient needs to be seen, but not by the Clinician currently scheduled. Add a 'Scheduler Notification' note when using this option to let the office know who to schedule with, if known - such as 'please schedule with Max, PTA'.
  - Note - enter the Scheduler Notification Note through Medical Records:
    - (MEDICAL RECORDS --> FEATURES --> NOTES --> SCHEDULER NOTIFICATION)
- M Miss** - This is the last resort and will create a missed visit to notify the Provider that services were not completed as ordered. If there is potential that another Clinician of your same discipline can complete the visit, please follow the Reassign process.

## Future Visits

- R Reschedule** - Users will 'Reschedule' when the patient will stay with the same Clinician, but move to a requested date within the Medicare Week (Sunday through Saturday).
  - Note - '00', '01', '02', '06', '15', and '33' service codes go to back office to reschedule. This means that an office employee will need to place this visit back onto the Clinician's schedule before it appears on the future date. The other service codes of '10', '11', '18', and '19' are able to move freely within the Medicare Week without office intervention (they will appear on appropriate date following a 'sync' by the User).
- D Decline** - This option should only be used if the Clinician will not see the patient for this visit or any future visits, such as a patient that will not be taken under care or a separate Clinician of the same discipline will be seeing the patient instead. If it is known which Clinician will see the patient (instead of currently scheduled Clinician) it is best practice to enter a Scheduler Notification Note - such as 'please schedule with Max, PTA'.
  - Note - enter the Scheduler Notification Note through Medical Records:
    - (MEDICAL RECORDS --> FEATURES --> NOTES --> SCHEDULER NOTIFICATION)

What do I do if I have a future visit that should go to another Therapist?

- In this scenario, you will 'Decline' the visit and go to Medical Records --> Features --> Notes --> Add --> Scheduler Notification to type a note identifying which Therapist, and on which day the patient should be scheduled, if this information is known.

**Overdue Visits – Scheduled visits should not land in the 'overdue visits' portion of the rolling calendar. Visits in this section of the calendar should be addressed as soon as possible to ensure the patient can be seen as ordered.**



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  - Note - ‘00’, ‘01’, ‘02’, ‘06’, ‘15’, and ‘33’ service codes go to back office to reschedule. This means that an office employee will need to place this visit back onto the Clinician’s schedule before it appears on the future date. The other service codes of ‘10’, ‘11’, ‘18’, and ‘19’ are able to move freely within the Medicare Week without office intervention (they will appear on appropriate date following a ‘sync’ by the User).
- M **Miss** - This is the last resort and will create a missed visit to notify the Provider that services were not completed as ordered. If there is potential that another Clinician of your same discipline can complete the visit, please use the ‘Reschedule’ option that is available.



## Additional Detail - Rescheduling:

As mentioned above, certain Service Codes can be rescheduled by the Clinician alone and other Service Codes require back-office scheduling prior to appearing again in the Clinician’s Rolling Calendar. Below is a table of common service codes and how they behave in the system:

Service Code	Visit Type	Requires Back Office Scheduling
00	OASIS Start of Care	Yes
01	Evaluation	Yes
02	OASIS Recertification	Yes
06	Recert Evaluation (other discipline completes 02)	Yes
10	Supervision with Treatment	No
11	Routine Treatment	No
15	OASIS Resumption of Care	Yes
18	OASIS Agency Discharge	No
19	Discipline Discharge	No
33	Reassessment	Yes

**What this means:** Clinicians can move Service Codes ‘10’, ‘11’, ‘18’, and ‘19’ to any day within the Medicare Week to reschedule with themselves – these visits will appear immediately in your Rolling Calendar after you sync twice. Conversely, Service Codes ‘00’, ‘01’, ‘02’, ‘06’, ‘15’, and ‘33’ will be sent to the back office when a Therapist reschedules and syncs. **If a Reschedule is needed on Same Day for Service Codes ‘00’, ‘01’, ‘02’, ‘06’, ‘15’, or ‘33’, please call the office after you Reschedule and Sync in Pointcare. This will ensure immediate resolution.** If not required Same Day, it is estimated that Service Codes that go to our Back Office Schedulers will take 2 business hours to be rescheduled and will require the Clinician to Sync again for them to appear after rescheduling is complete from the back office.

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