

**National Nurses
Day: May 6**



Trinsic
Clinically Integrated Network
An Intermountain Health and UHealth Company

Annual Wellness Visit Best Practices

Annual Wellness Visits (AWVs) are a great opportunity to improve the quality of the overall care of your patient, engage them in their own health care, and optimize payment opportunities with a sustainable revenue stream.

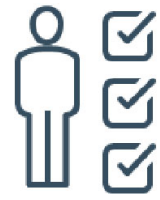
Here are a few strategies that can optimize the AWV.

Define clear roles for each member of the care team.*

Engage members of the care team:		
Scheduling / Front Office	Medical Assistant / Nurse	Provider
Outreach for scheduling, fill cancelled AWVs with another AWV, send pre-visit paperwork to patient (electronically or via mail), schedule next year's AWV during check-in.	Complete vitals, enter data from Health Risk Assessment, complete social determinants of health screening, order labs & preventative screenings, flag concerns for providers.	Review documentation & address patient concerns, complete action care plan, encourage patient to schedule next year's AWV in advance.

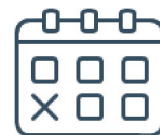
Complete pre-visit planning

Preparation can help get some of the work started before the visit has even begun:



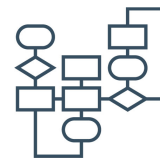
- Complete pre-charting:
 - Review patient's medical history.
 - Order necessary screenings for quality care measures.
 - Send specific labs & tests for patients with diabetes.
- Review the medication list for accuracy & compliance.
- Send Health Risk Assessment & other pertinent information to patient ahead of visit.

Ensure adequate AWV access



Build your scheduling template to ensure you have dedicated time each day to schedule these visit types. Regularly review your Medicare panel to calculate roughly how many AWV appointment slots you'll need each year.

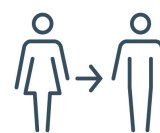
Implement future scheduling workflows



Having a process in place to schedule future annual wellness visits while the patient is in the clinic helps both the clinician and the patient prioritize these visits once per year. It also helps offload additional work on the staff by avoiding outreach calls to schedule these later.

- Processes can vary:
 - Incorporate future scheduling into the check-in process at the front desk.
 - Educate medical assistants on AWV scheduling & include it as part of rooming workflow.

Develop cancellation & no-show process



When an AWV is cancelled, ensure the slot is filled with another AWV (perhaps a patient on a waitlist). Also, a clearly defined no-show process ensures patients are rescheduled appropriately.

**There are alternative provider models for completing AWVs. If interested, contact your Network Engagement Manager.*

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