



**To: LaSalle Clinic Managers, Staff And Providers**  
**From: LaSalle Management**  
**Date: March 19, 2020**  
**Update No: 202003-01**  
**Re: Update to Telephone Encounter Assignment**

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This policy updates the “Determining Provider to Assign eCW Jelly Beans To” policy issued on September 24, 2019 with critical changes to react to the COVID-19 outbreak.

The following updates are permanent updates to the policy:

1. An additional Exceptions to the policy is added as follow:
  - a. When sending Jelly Beans (Telephone Encounters etc.) for a multiple children in the same family, route all Jelly Beans to the same provider, even if the last provider seen was different for each child. Each child should have a separate Jelly Bean. Use discretion when selecting which provider to route all Jelly Beans to.

The following updates are temporary and will last the duration of our special COVID-19 measures:

1. Telephone Encounters must be routed to a provider who is scheduled and present at the time the telephone encounter is received.
  - a. Implementation Considerations:
    - i. Those who schedule providers and site leaders must ensure there is a block on providers’ schedules when they are not scheduled or if they call off.
    - ii. Appointment Center must verify a provider is present prior to routing a Telephone Encounter to a provider.
    - iii. Site Leaders must check Telephone Encounters each morning. If a provider is scheduled off or calls off, you must route their unhandled Telephone Encounters to a provider who is present.



**To: LaSalle Clinic Managers, Staff And Providers**  
**From: LaSalle Medical Management and Medical Directors**  
**Date: September 24, 2019**  
**Update No.: 201909-01**  
**Re: Determining Provider To Assign eCW Jelly Beans To**

This policy update clarifies to whom staff assign eCW Telephone Encounters and other eCW Jelly Beans.

**Staff Impacted**

- Appointment Center Staff
- Front and Back Office Staff
- Lab Staff
- Medical Records
- Referrals
- Providers

**Health Programs Impacted**

All

**Policy, Procedure or Workflow Changes and Clarifications**

Staff should assign both pediatric and family medicine eCW Jelly Beans as follows:

<b>Jelly Bean Assignment Grid</b>		
<b>Issue Type</b>	<b>Provider to Assign to</b>	<b>Med. Director Rationale</b>
<ul style="list-style-type: none"> <li>• Medication refill</li> <li>• Refill Messages</li> <li>• Pharmacy inquiry</li> <li>• Disability/Work Restrictions Forms</li> <li>•</li> </ul>	Provider who SAW the patient at the most recent in-clinic visit. This does NOT include Telephone Encounters. The visit can be of any type – except shot, specimen or blood.	The provider who saw the patient last should have addressed medication at that time.
<ul style="list-style-type: none"> <li>• Lab and Diagnostic imaging NOT processed by the ecw interface</li> <li>• Labs not part of a Pre-Physical lab draw</li> </ul>	ORDERING provider.	Ordering provider needs to close the loop on the issue

<ul style="list-style-type: none"> <li>• Referral related Telephone Encs/Actions</li> <li>• Clinical Documents</li> <li>• Medical Records</li> </ul>		
<ul style="list-style-type: none"> <li>• Pre-physical labs</li> <li>• All other labs drawn at the time of pre-physical labs</li> </ul>	Provider who is scheduled to see the patient for the physical or new patient visit. Do Not split the labs up to send Pre-Physical labs to one provider and the future order or overdue labs to another.	Provider who will see the patient for a physical should address all issues at the time of the visit.

Issues such as location the patient was seen, and location with the provider is at the time of issue no longer come into play.

**Exceptions:**

If the provider who should receive the Jelly Bean per the “Jelly Bean Assignment Grid” is

1. Scheduled out for a total of 3 or more days, then assign to the designated covering provider. Continue assigning to the designated covering provider until the provider returns from time off.
2. No longer with LaSalle then assign as per the published Transition Plan for that provider
3. When a patient is transferring to LaSalle from another care setting, the medical records may arrive before the patient has had the New Patient Appointment. In this case, assign the records to the provider who is scheduled to see the patient.
  - a. If no appointment is on the schedule but the patient is in eCW sent Action to Pod Appointment Center to contact the patient for an appointment if necessary
  - b. If the patient is not in eCW Medical Records should contact the entity sending the medical records for clarification and instruction.

**eCW Impact**

1. The Appointment Center and back office staff must search the patient account to find the correct eCW transaction to identify the appropriate provider.
2. eCW workflows to identify the correct provider to assign to:

Area	Work Flow
Provider rendering most recent visit	Hub->Encounters; Find first encounter of appropriate type and identify the rendering provider.
Provider Ordering a lab	Hub->Labs->Select the lab->read Provider
Provider Order making a referral	Hub->Referrals->Outgoing->read Provider
Provider Requesting a medical record	Hub->Patient Docs->Select the Document->Update->Read assigned to Provider
Determine if a provider is out of office	Vacation schedule or schedule block notification
Who is the covering provider for a provider no longer with LaSalle	Read from the Provider Transition Form.

## **Further Clarifications**

If you need further clarification please contact the LaSalle Corporate Office. You may print a staff member policy and procedure acknowledgement at

[http://policy.lasallemedical.com/index.php/Policy\\_and\\_Procedure\\_Aknowledgement](http://policy.lasallemedical.com/index.php/Policy_and_Procedure_Aknowledgement)

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30	Family ALL DAY	
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00	[N]Norel, Juan 06/27/1968 (951) 796-6364 follow up lab. x-ray results IEPH MEDICAL ENCOUNTER DATA org 351-790-6364 - Recd number to reach pt at pt also advise provider with do a phone call to request results, pt de with k's E-mail at 3-8897	
15	[I] VALUE INTRACRANIAL HEMORRHAGE	
30	[J]Ray, Chan 10/08/1964 (626) 300-8905 - repeat blood work results IEPH MEDICAL ENCOUNTER DATA org	
45	[K]Kumar, Vivek 11/07/1971 (951) 791-1579 physical and lab results IEPH MEDICAL ENCOUNTER DATA org	
00	[L]Mandula, Chandan 04/15/1981 (760) 664-8821 follow up lab results IEPH MEDICAL ENCOUNTER DATA org 691-8157	
15	[M]Phal, Nitin 05/26/1955 (760) 490-6699 Physical, lab results IEPH MEDICAL ENCOUNTER DATA org 760-490-6699	
30	[N]Bhalla, Manoj 09/09/1961 (760) 791-1579 physical and lab results IEPH MEDICAL ENCOUNTER DATA org 791-1579	
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15	[O]Phu, Vanhinh 09/11/1986 (760) 490-6699 lab results IEPH MEDICAL ENCOUNTER DATA org 760-490-6699	
30	[P]Srinivasan, Rajan 10/10/1970 (661) 807-0112 Physical, blood work and lab results IEPH MEDICAL ENCOUNTER DATA org 661-807-0112	
45	[Q] Express (Same day app) [value]	
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15	[R] Singh, Sandeep 03/07/1966 (760) 490-1776 finger pain from DRL, provide hand exercises and IEPH MEDICAL ENCOUNTER DATA	
30	[S] Singh, Anil 01/11/1974 (760) 905-4775 lab work and physical exam IEPH MEDICAL ENCOUNTER DATA	
45	[T] Singh, Dhanraj 11/22/1994 (760) 905-4775 lab work and physical exam IEPH MEDICAL ENCOUNTER DATA	
00	[U] Singh, Anand 10/13/1970 (951) 792-9095 lab work IEPH MEDICAL ENCOUNTER DATA	
15	[V] Singh, Anand 02/01/1972 (760) 258-4400 lab work IEPH MEDICAL ENCOUNTER DATA	
30	[W] Singh, Anand 03/19/1994 (944) 795-0001 physical exam and lab work IEPH MEDICAL ENCOUNTER DATA	
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