

Transitional Care Management

The Telescope Health Transitional Care Management (TCM) Program will be launching October 27, 2022. This program is a service to help patients transition from the acute care setting back into their community. Telescope Health will be utilizing telemedicine to provide post-discharge care to ensure the patient understands their hospital discharge plan of care. This service is aimed to decrease patient re-admission and emergency visits within the 30-day post-discharge period.

There will be two sub-division of TCM:

- 1) **Scheduled visits** with an Advanced Practice Clinician (APC), who will review and discuss the discharge plans and medications with the patient and make any adjustment for the patient if indicated. The APC will provide any new prescriptions, diagnostic order(s), patient education and referral(s) to a primary care or specialist for follow-up.
- 2) **On-demand services** with a physician to address any acute issues that occur between the scheduled TCM and Primary Care appointments.

The following are more details regarding the Telescope Health Transitional Care Management Program.

What is Transitional Care Management

- Services provided within a 30-day period to help patients transition back to a community setting after a stay in a medical facility.

Who will be providing TCM services

- Board-Certified Physicians, Nurse Practitioners and Physician Assistants

When will Telescope Health launch TCM

- Thursday, October 27, 2022
 - Scheduled Appointments: Mondays and Thursdays, 11 A.M. – 5 P.M. APC staffed
 - On-Demand appointments: 24-hours a day, 7-days per week. Physician staffed on TM shifts

What TCM scheduled services will be provided

- Face-to-face virtual evaluation and examination
- Review of hospital's discharge summary
- Review of diagnostic results
 - If indicated, order any repeat lab work for monitoring
- Review of discharge diagnosis and chronic conditions
 - Provide patient instructions and education
 - Develop and/or revise care plans if indicated
- Medication Reconciliation (required)
 - Revise if indicated
- Follow-up appointment with PCP/specialist

What On-Demand Services will be provided

- Face-to-face virtual evaluation and examination by Physician
- Evaluation of acute issues

What computer programs will be used for TCM

- SeeMe, a Telescope Health platform that will provide the face-to-face service
- Athena
 - Electronic medical record used for documentation of the encounter
 - Interfaces with BMC Epic charting system that will allow access to Pt's discharge summary, diagnostic results, and medication list
 - Provides TCM appointment calendar for patient encounter

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TCM documentation requirements

- Patient discharge date
- Face-to-face visit date
- HPI
- ROS
- PE
- Medical Decision Making
- Diagnosis(es)
- Patient Education
- Medication Reconciliation
- Follow-up appointment (If patient did not receive a f/u appt with PCP at hospital discharge, utilize Telescope Health's Care Coordinator to assist)

Please contact me if you have any questions or concerns.

Grateful,

Janice Ramirez
Telescope Health Assistant Medical Director
Cell: (912) 409-1807
Office: (904) 346-0864
jramirez@telescopehealth.com

