

Standard Work- TOC

Step	Task	Tips for Success	Time on Task
1.	TOC phone call for hospital discharge In the Telephone encounter under “action taken” Ask how the patient is feeling? Any problems associated to the follow plan as stated in the discharge summary? (symptoms , etc.)	Document patient health: Concerns or no concerns here for the Dr to see immediately upon opening the encounter.	
2.	Message for patient discharge is forwarded to the clinical staff.		
3.	Phone call to the patient has to be made to the patient or patients caregiver with 48 business hours of receiving the discharge notice.		
4.	Pull up the discharge summary from the hospital, (use these dates for the template you will merge)	Review the discharge summary before calling the patient 1. Meds same and change 2. Diagnosis 3. Discharge follow up plan	
5.	Merge the template for TOC Add dates here for admit and discharge		
6.	Call the patient or caregiver Review the medication list Add diagnosis for the med changes in the assessments		
7.	Medications stopped, added, changed Have to be done in the Treatment window, with the diagnosis they are associated with. Make note of ordered testing or follow up by Hospital Drs. Schedule hospital follow up with in 7 business days of discharge.	Does the patient need refills? Does the patient need community resources?	