

Baystate Medical Center

CARDIOVASCULAR REHABILITATION & WELLNESS

Admission, Orders and Enrollment Policy and Procedure

Policy:

Patients admitted to Baystate Medical Center with a diagnosis of cardiovascular disease will have an automatic order generated in Cerner (CIS) for evaluation/assessment by the Cardiac Rehabilitation Phase 1 staff for Phase 2 Cardiac Rehabilitation.

Physician orders may also be sent directly to the Outpatient Cardiovascular Rehabilitation area for the purpose of referring a patient/client for the Phase 2 Cardiac Rehabilitation program.

All patients referred to the Cardiac Rehabilitation Phase 2 program must have an order which should include; diagnosis, date of the event, and referring physician. The Cardiac Rehabilitation department will ensure the timely receipt and review of orders.

Purpose:

Phase 2 Cardiovascular Rehabilitation services are considered a Class I-level recommendation for patients with recent MI, acute coronary syndrome, chronic stable angina, heart failure, and those following coronary artery bypass surgery, and percutaneous intervention. Patients following valve surgery or cardiac transplant are also indicated for Cardiac Rehab services and receive benefit. The program is designed to limit the physiologic and psychological effects of their cardiac illness, increase functional capacity, reduce readmission rates, control and understand cardiac symptoms, and provide secondary education about cardiac risk factor reduction in the recovery and prevention of future cardiac events.

Scope:

- The Cardiovascular Rehabilitation Program at Baystate Medical Center, for which an order is required.
- Cardiac Rehabilitation Staff and Heart and Vascular scheduling department

Procedure:

- An automatic order will be generated in CIS for Cardiac Rehabilitation for patients admitted to Baystate Medical Center with any of the following diagnoses or treatments of CAD:
 - MI
 - Angina
 - Heart failure
 - Percutaneous Intervention (PCI)
 - Coronary Artery Bypass Graft (CABG)
 - Heart Valve Repair/Replacement
 - Ventricular Assist Device (VAD)

- The Cardiac Rehab Phase 1 Inpatient staff may also receive orders for patients with Cardiomyopathy, Atrial fibrillation, Peripheral Arterial Disease (PAD), and those who have received an Internal Cardiac Defibrillator (ICD) and/or Permanent Pacemaker (PPM).
- Inpatient orders for Cardiac Rehab are generated as part of care set plans for given cardiac diagnoses and/or treatments. These orders are considered part of a patient's course of treatment, unless otherwise indicated by the physician.
- Patients will be evaluated/assessed by the inpatient Cardiac Rehabilitation staff to determine appropriateness and qualifying diagnosis for attendance in Phase 2 Cardiac Rehabilitation.
- Patients with a qualifying diagnosis will be given information about Phase 2 Cardiac Rehab and the benefits of attending.
- Patients with a non-qualifying diagnosis will receive education regarding risk factor reduction as appropriate, and information regarding Medically Supervised Exercise/Wellness Programs.
- If a patient is appropriate to attend Baystate Medical Center's Phase 2 Cardiac Rehab, inpatient rehab staff will contact Baystate's Heart and Vascular central scheduling. The patient will be scheduled for initial Phase 2 Orientation.
- BMC staff will attempt to schedule nonsurgical patients for orientation in 1-2 weeks, as appropriate; surgical patient within 2-4 weeks, as appropriate.
- Inpatient staff will give the patient their Phase 2 appointment prior to discharge. This information will also be included on their discharge paperwork.
- If the patient is appropriate for Phase 2 Cardiac Rehab and lives closer to another Cardiac Rehab program, or chooses to attend another Cardiac Rehab program, the patient will receive information about other facilities and how to initiate enrollment in Cardiac Rehab. This information will also be listed on their discharge paperwork.
- For outside programs, the Baystate Inpatient Cardiac Rehab clinician will email, if available, the facility indicating patient(s) who qualify for their Phase 2 program. Outside facilities are responsible for additional follow-up with these patients.
- Required for Phase 2 Cardiac rehab Orientation:
 - The order with the appropriate information: Diagnosis, date of event, and Referring physician
 - The following documents in CIS: History and Physical, medications list, recent EKG, Discharge summary

- A Physician may also send an order directly to the Outpatient Cardiovascular Rehabilitation area for the purpose of referring a patient for the Phase 2 program.
- Orders may be entered into CIS, faxed, mailed or the patient may bring the order to the appointment. The preferred methods are to enter the order into CIS or to fax the order to the Cardiac Rehab department.
- It is recommended a patient's Orientation appointment be scheduled at the time Phase 2 Cardiac Rehab orders are placed, preferably by the referring physician office via Baystate Medical Center's Heart and Vascular central scheduling.
- Upon receipt of orders for Phase 2 Cardiac Rehab, and several days prior to Phase 2 Orientation, the outpatient administrative assistant will verify patient's insurance utilizing various applications, or by contacting the insurance company directly.
- Co-Payment or deductible information may be obtained during the insurance verification process, however the accuracy of this information is ultimately the patient's responsibility.
- If a patient does not have an initial Orientation appointment scheduled, the administrative assistant will call the patient to schedule this appointment. Patients may choose to call or be instructed to reschedule appointments via Baystate's central scheduling department.
- If a patient has an Orientation appointment scheduled without correct physician orders or documentation, the administrative assistant will obtain the information required prior to the first appointment.
- Insurance authorizations and referrals, if required, will be obtained by the administrative assistant or by the office of the referring outside physician.
- The patient will receive a reminder call by the administrative assistant one or more days prior to their Phase 2 Cardiac Rehab Orientation. This call reviews specifics about their upcoming appointment, completing any registration information if necessary.
 - Orientation includes initial 1:1 appointment with a clinician reviewing recent cardiac event and beginning risk factor reduction education. Patient should also be prepared for initial exercise assessment and dress comfortably.
- Upon arrival to their Orientation appointment, patient's account is changed to "arrived." Once "arrived" patient accounts become "recurring-type" accounts, until the time of discharge from the program.

Resources:

- Select the appropriate registration option to create/revise/upgrade an account with the appropriate patient type and status (refer to CO 1.501 Recurring Account Policy and CO 1.500 Case Type Assignment/Utilization Policy, Insurance Manual for OAS Gold registration or IDX registration as appropriate).

- Verify/obtain registration data according to the following guidelines:

Patient Registration Procedure located in the Insurance Resource Manual
BC 7.220 Policy – Patient Directory Opportunity to Agree or Object
CO 01.400 Patient Alias/Protective Name Change Policy
CO 09.107 Advanced Directive/Health Care Proxy

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| Approved: | Medical Director: Dr Quinn Pack | |
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