



PRAPARE Data Reconciliation & Referral Process

Clinical Practice

Overview

This document will walk staff through the process of completing an e-check in, completing the Pre-Screener PRAPARE data reconciliation, and placing the PRAPARE referral to the Community Health Worker (CHW) to address patient's Social Drivers of Health(SDOH) needs.

<u>Note:</u> Staff will only reconcile completed Pre-PRAPARE questions. The screening does not need to be completed manually if it is not populating for the patient.

<u>Note:</u> If the PRAPARE pre-screener indicates a positive response for SDOH needs, **a referral will be placed within** the same business day as the patient's visit. See <u>PRAPARE Follow-Up Policy</u> for additional information.

Check-In Workflow (Front Office)

1. Click the Arrived – Send Link button in the CareManager to start Athena check-in.



2. Confirm patient has completed assigned tasks using the CareManager chrome extension.



- 3. Determine if the patient has a smartphone to complete tasks on their phone.
 - a. If the patient will use their phone, instruct the patient to check their device for the link to complete their tasks.
 - b. If the patient needs an iPad to check in, use a clinic iPad and launch the Qure4u CheckIn App.



c. Ensure the device is in **kiosk mode** and search for the patient by their **last name** and **date of birth**.

Enter your details below a	nd press Continue button
LAST NAME	ENTER HERE
DATE OF BIRTH	Month/Day/Year
Cont	inua

Note: If needed, follow steps in <u>Setting up Qure4u Check-In App in Kiosk Mode</u>

d. Confirm that the patient is correct and click continue.



e. Click the CHECK IN button for today's appointment.



f. Hand the iPad to the patient with instruction to complete forms and return the iPad when finished. Forms will vary by appointment type.



- 4. Athena check-in will be completed automatically unless there are outstanding items such as copay collection.
- 5. If necessary, complete outstanding items and manually complete Athena check in.

PRAPARE Pre-Screening and PRAPARE Referral Ordering Process (Medical Assistant)

1. **Reconcile** data in the patient's chart during **intake**.

<u>Note</u>: If the patient did not make changes to their PRAPARE form, data will not need to be reconciled during intake. The screening does not need to be completed manually if it is not populating for the patient.

a. Go to Data Reconciliation – if the patient fills out history forms, data will appear in this section of the intake stage of the encounter.

\odot	Vitals
\bigcirc	Data Reconciliation
\odot	Allergies

History Tab – If reconciling data from the exam stage of an encounter, select the history tab and scroll to the Social History section. If history forms were completed electronically, a "Social History to reconcile" link will appear. Click link to reconcile data.

Vaccines	Social History (>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>		
vitals	Tobacco smoking status: Current every day smoker		
Smoking - how much: 1/2 PPD			
Results	Smokeless tobacco 🔍 👻		
Visits	Tobacco-years of use: 10		
[≜]	E-cigarette/vape v		
	Most recent tobacco use screening: 07-09-2019		

b. Select all updated data items under Social History of Data Reconciliation section, select update chart.

Data Reconciliation	Update Chart Save Propress
	Show documents to reconcile Show reconciliation history
Document: Patient Portal - Pre-Screener PRAPARE #34794269 Received: 06/08/2023 Last updated: 06/08/2023 Sou	urce: Patient No updates necessary
Compare and reconcile patient data in the incoming document(s) with data in the patient's chart. Review all items requiring action and select the version of the listed item you want to include in the chart.	
Evand all Collace all a Social History 1 Rem requires action Topolate Chart	
Patient Chart (athenaNet) Select all	Incoming: Patient Portal - Pre-Screener PRAPARE #34794269 Select all available
Would you like someone from CHAS to call you and talk about problems you might have with gett Y Conflict	Would you like someone from CHAS to call you and talk about problems you might have with gett N
Do you or have you ever smoked tobacco?	

Note: If Pre-Screener PRAPARE items do not populate but were completed, staff may need to select "show documents to reconcile."

Data Reconciliation	Update Chart Save Progress
	Show documents to reconcile
Document: Patient Portal - Pre-Screener PRAPARE #34423823 Received: 05/18/2023 Last updated: 05/18/2023 Source: Patient	No updates necessary
Compare and reconcile patient data in the incoming document(s) with data in the patient's chart. Review all Items requiring action and select the version of the listed item you want to include in the chart.	
Excand all Collaose all	

2. Review Pre-Screener PRAPARE for a **positive response and verify the answer with the patient**. Take next steps to generate a referral if the patient has a 'yes' response to the question.

<u>Note:</u> If the patient **responds 'no'** to the question upon verification and no longer wishes to talk with someone, **do not change the initial response**. Add referral and document as declined (see steps 3-7 below).

Pre-Screener PRAPARE			×
Would you like someone from CHAS to call you and talk about problems you might have with getting healthcare, transportation, food, housing, or feeling safe, and help you find community resources?	Yes No	Note	
Pre-PRAPARE Screening	10-26-2022	Note	

Note: If the Pre-Screener PRAPARE template does not populate, the template will need to be added. Select the + symbol then select Pre-Screener PRAPARE from the dropdown list.



3. Launch a **CS COMMUNITY HEALTH WORKER referral order set** if a patient answers "yes" to the PRE-Screener PRAPARE.

Note: Referral will be placed within the same business day of the patient's visit.



4. Select PRAPARE in the Specific service requested dropdown.

Orders and Results	DIAGNOSES & ORDERS		Sign Orders (1)
Supervising Provider Julie W	/ilson, MD 👻		
Prescription drug monit	coring report		
case management starte	ed		$\oplus \otimes$
Specific service requested: Specific service requested:	I Food Rx Program PRAPARE		
**Please also populate the community health wor Send Alarm	Pathways to Wellness Cultural Considerations Transportation Housing Support Food Insecurity Social Service Application	within provider's discretion v	DECLINE X
Send to	No Show / Outreach Support Support with Health Education		

5. Add "PRAPARE" into the internal note field of the Community Health Worker Referral.

community health w	orker referral
Send	03-07-2023 📰 🗆 STAT Schedule within provider's discretion 💌
Alarm	4 weeks v 04-04-2023
Send to	RECEIVER Documentation only
	□ Include summary of care record
CC results	
Attachments	(+) attachments
Patient access to results	\square Do not immediately publish results upon receipt ${ I \! D }$
Note to provider	
Internal note	PRAPARE

6. If a patient declines the referral for additional assistance, indicate the patient declined and the reason for declining in the referral order.

community referra		RETURN X
Declined reason	· · · · ·	
Note to patient	Not indicated Contraindicated Not tolerated	
Internal note	Patient refused	

7. Sign order. Referral will send to CHW inbox for review and follow-up.

Note: If patient requires immediate assistance, reach out to a Patient Resource Coordinator or Community Health Worker directly for warm handoff before patient leaves the clinic.

PRAPARE Screener Reconcile Report Process

To support clinical teams in ensuring PRAPARE prescreeners and CHW referrals are completed appropriately, a report is sent out daily by CHAS BI. The following process maps outline the process of reviewing the daily report and what steps to take next.



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