



Welcome!

FLS Bone Health ECHO® TeleECHO Clinic

We will be recording this TeleECHO Clinic for educational and quality improvement purposes.

By participating in this clinic you are consenting to be recorded.

- If you do not wish to be recorded, please email andrea.medeiros@nof.org at least one week prior to the TeleECHO Clinic you wish to attend.
- Please type in your name, location, and email address in the chat.

Some helpful tips:

- Please mute your microphone when not speaking
- Position webcam effectively
- Communicate clearly during clinic:
 - Speak clearly
 - Use chat function

Project ECHO's goal is to protect patient privacy

To help Project ECHO accomplish that goal, please only display or say information that doesn't identify a patient or that cannot be linked to a patient.

References:

For a complete list of protected information under HIPAA, please visit www.hipaa.com



Common HIPAA Identifier Slip-Ups and Easy Ways to Protect Patient Privacy

- 1st – **Names:** Please do not refer to a patient's *first/middle/last name* or use any *initials*, etc. Instead please use the *ECHO ID*.
- 2nd – **Locations:** Please do not identify a patient's *county, city or town*. Instead please use only the patient's *state* if you must or the *ECHO ID*.
- 3rd – **Dates:** Please do not use any dates (like *birthdates*, etc.) that are linked to a patient. Instead please use only the patient's *age* (unless > 89)
- 4th – **Employment:** Please do not identify a patient's *employer*, work *location* or *occupation*. Instead please use the *ECHO ID*.
- 5th – **Other Common Identifiers:** Do not identify patient's *family* members, *friends*, *co-workers*, *numbers*, *e-mails*, etc.



Addressing Hurdles to FLS Startup in an Orthopaedic Practice

Sarah Goode, DNP-CRNP

Disclosures

- None

Objectives

- Addressing three of the main roadblocks to establishing an FLS within a private practice orthopaedic setting
 - **Clinical**
 - Running a “medicine” clinic in a “surgical” practice
 - **Financial**
 - Billing and managing patients in the post-op period
 - **Referrals**
 - Internal, External and Subspecialty



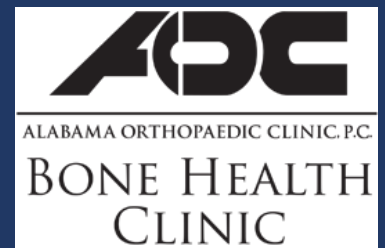
Clinical Roadblock

- Office Infrastructure
 - Extra paperwork
 - Bone Health Questionnaire
 - Educational Pamphlets
 - Wall-mounted stadiometer
 - Blood draws
 - Locked refrigerators
 - Schedule templates drastically different



Clinical Roadblocks

- Key Personnel
 - **Dedicated Nurse/MA**
 - Obtaining outside DEXA/records
 - Patient Tracking Excel sheet
 - Medication denial management and appeals process
 - Prior authorizations
 - Bone Health handbook
 - **Specialty Pharmacist**
 - Facilitates obtaining medications for co-pay patients



Financial Roadblocks

- APP: Salary and Benefits
 - Potentially large up front costs if not supported
- Buy and Bill medications
 - Insurance coverage (\$20 margins with \$200+ copays)
- Marketing/Educational material costs
- Coding issues
 - -24 modifiers
 - Appropriate level billing
 - Based off time
 - Appropriate codes for labs/radiographs



Referral Roadblocks

- External
 - Sending copy of office note to PCPs (transcription service)
 - Marketing to OB/GYN
 - Local APP Association referrals
 - Pulmonary, GI etc.
 - Senior group and continuing education talks
 - Referral pads with clear and simple instructions
- Subspecialty
 - Endocrinologist, Hematologist, Urologist



Referral Roadblocks

- Internal
 - Identifying patients
 - EMR flags
 - High-risk patient questionnaires
 - MA/Nurse referral education
 - Pre-printed bright pink referral sheets in each clinic
 - Awareness
 - T-shirts
 - Sponsored lunches/events
 - Initial Calcium/Vitamin D sample



Essential Roadblock Buster

- “Bought-in” Physician Champion
 - Opening doors with referral physicians
 - Word of mouth marketing
 - Loud mouth in Physician board meetings
 - Explaining to practice partners WHY they should care



Questions??

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