# **CDEMS Process Flow in CHCs NCD Clinic**

## Step 1: Chart Review for Patient Reminder Call

- Nurse make patient list and give to MRT to pull chart
- Nurse review chart one (1) week before scheduled NCD Clinic
- Immediately after chart review, nurse provide list of patient with instructions for lab works per chart review to MRT for patient reminder calls.

### CDEMS:

- a. MRT forwards patient list to CDEMS data entry staff.
- b. CDEMS data entry staff ensures all patients have updated CDEMS flow sheet before scheduled clinic date.
- c. MRT communicates with CDEMS data entry staff to make sure CDEMS chart are updated and inserted in chart.

## Step 2: Appointment reminder calls for Blood Works

MRT will call patient to come in two (2) days before scheduled NCD Clinic for lab works

CDEMS:

CDEMS is not utilize during

#### scheduled NCD clinic day) Step 3: Blood Collection (2 days before

- Lab Technician will collect and do blood works for patients who show up.
- Lab results are processed and given to nurse a day before or on the day of scheduled NCD Clinic to be inserted in patient chart

#### CDEMS:

Laboratory technician does not need to record anything in CDEMS.

## Step 4: Appointment reminder calls for Doctor's visit

a. MRT calls ONLY PATIENTS WHO DID BLOOD WORKS one (1) day before scheduled NCD Clinic to remind them of their appointment to see doctor.

#### CDEMS:

CDEMS is not utilized in this process step

#### **Step 5: Appointment Day**

- Patient registers at Medical Records and waits to be called.
- MRT gives patient chart to nurse for screening

MRT makes sure the CDEMS chart is in patient medical chart

## Step 6: Patient proceeds to nurse for screening.

a. Nurse does triage

### CDEMS:

Nurse fills out the following data in CDEMS for doctors to review:

- BP, Weight, Height
- Lab Result; date of result b.
- Update address if changed d.
- Record Flu shot & date administered

## Step 7: Patient proceed to Physical Therapy staff (DM Pts only)

Patients get foot checked. PT Staff fill CDEMS and

other forms.

b.

CDEMS:

PT will fill out the following data in CDEMS

- a. Check mark foot check and write date of exam
- b. Fills separate foot exam form in CDEMS

## Step 8: Patient proceeds to Health Educator

- Health Educator counsel patient on the following
  - Oral Health Nutrition
  - Alcohol/Tobacco Use
- CDEMS:

Health Educator fills the following data in CDEMS:

- a. Dental: OHL OHD
- b. BTI: T. Education: T. Tobacco Use
- **Nutrition Education Physical Activity**

# Step 9: Patient proceeds to see doctor

a. Doctor assess and counsel patient.

### CDEMS:

Doctor fills out following data in CDEMS

- a. Medications if there's new or changes
- b. Labs to be done in next appointment
- c. New diagnosis
- d. Other services needed in next appointment
- SM Goals and Nutrition Education

## Step 10: Patient proceeds to Pharmacy

Pharmacy staff/nurse prepares and issue patient's medication.

#### **CDEMS**

CDEMS is not utilized in this process step

## Step 11: Patient proceeds to medical record

a. MRT process encounter form for coding, data entry & process billing for patient.

#### **CDEMS**

MRT puts aside patient chart and CDEMS chart for nurse to review and complete

## **PATIENT EXIT**

## Step 12: CDEMS chart review (Day after scheduled NCD Clinic) (This step should be done in 3 days)

a. Nurse review chart and completes CDEMS chart and forward to **CDEMS** data entry staff.

#### **CDEMS**

Nurse will do the following:

- a. Make sure CDEMS chart is complete
- b. Make list of CDEMS chart for all patients seen and enclose in an envelope with CDEMS flow sheets.
- c. Complete CDEMS transmittal sheet and forward to OPD Medical Record

## Step 13: OPD Medical Record staff forward CDEMS flowsheets to CDEMS Data Entry Staff (This ste

- a. OPD Medical Record staff
- (1) receives CDEMS flowsheets
- (2) cross checks list of patients and CDEMS
- (3)completes CDEMS transmittal sheet and forward to CDEMS data entry staff.

#### **CDEMS**

CDEMS data entry staff cross check list of patients and CDEMS flowsheets again and complete the CDEMS transmittal sheet with Medical Record Staff to receive.

## Step 14: CDEMS flowsheet data entry & update

a. CDEMS data entry staff enters and update **CDEMS flow** sheet.

### CDEMS:

CDEMS data entry staff does the following:

- a. Ensure flowsheets are completed (incomplete flow sheets will be confirmed & initialed by
- b. Enter data into CDEMS; print updated CDEMS flowsheet
- c. Enclose updated CDEMS flowsheet in an envelope after crosschecking with patient list
- d. Complete CDEMS transmittal sheet and forward to OPD Medical Record.



## Step 15: Forward updated CDEMS flow sheet to Medical Record p should be done in 2 days

a. Medical Record staff receives updated CDEMS flowsheet and forward to appropriate CHC site.

## **CDEMS**

Medical Record Staff does the following: a. Cross check the enclosed list and CDEMS flowsheet in the envelope to make sure nothing is missing.

- b. Complete the CDEMS transmittal sheet and forward to appropriate CHC site.
- c. OPD Medical Record staff will ensure there is no error in flowsheet before sent to CHC.



# Step 16: Medical Record forward updated CDEMS flowsheet to CHC

a. CHC MRT receives updated CDEMS flowsheet and insert in patient chart.

CHC MRT does the following:

- a. Cross check the enclosed patient list with updated CDEMS flowsheet to ensure there's no missing flowsheet.
- b. File in patient chart.

## **Data Quality Check**

**QAQI** Coordinator will monitor the CDEMS process weekly to identify gaps and issues during implementation. NCD Data Management Specialist will run CDEMS data monthly to identify outliers and discrepancies in data.

#### Step 1: Chart Review for Patient Reminder Call

- Pull chart: Friday PM Nurse Review: Monday AM Review charts for Tuesday & Wednesday Clinics
- b. Pull chart: Monday PM Nurse review: Tuesday AM Review charts for Thursday & Fridays clinics
- After each chart review, nurse will forward list of patient for each clinic with instructions (labs and other services) for patient reminder calling

#### CDEMS

CDEMS data entry staff will retrieve patient list for each clinics and ensure that there is updated CDEMS chart in each patients' medical chart.

## Step 2: Reminder Call (Day before clinic)

a. Elchesel/Nurse/Medical record will call patient a day before with instructions per chart review.

#### CDEMS:

CDEMS is not utilized in this process step.

#### Step 3: Appointment Day

- a. Patient registers at Medical Records and waits to be called
- b. Medical Record Technician brings chart to OPD clerk
- c. OPD clerk/Nurse calls patient and gives forms and instruct to go to PT then Lab/Radiology (if

CDEMS is given to patient who needs to do other services (e.g. foot exam, chest x-ray) to bring to PT or Radiology.

#### Step 4: Patient proceed to PT if needed

- a. Patients get foot checked.
- b. PT Staff fill CDEMS and other forms and give CDEMS chart to patient to return.

#### CDEMS:

PT will fill out the following data in CDEMS

- a. Check mark foot check and write date of exam
- b. Fills separate foot exam form in CDEMS
- c. Give patient to return

# Step 5: Patient proceeds to Laboratory if needed

a. Laboratory staff will perform necessary testing. Lab results will be forward to Medical Records for nurse to document in CDEMS

### CDEMS:

Laboratory staff does not need to document anything in CDEMS

## Step 6: Nurse screen patient

Nurse does triage

Nurse fills out the following data in CDEMS for doctors to review:

- a. BP, weight, height, BP
- b. Lab Results
- c. Update address if changed
- d. Record Flu shot if administered

# Step 7: Patient proceeds to Health Educator

- a. Health Educator counsel patient on the following
  - Oral Health
  - Nutrition
  - Alcohol/Tobacco Use
  - **Physical Activity**

## CDEMS:

Health Educator fills the following data in CDEMS:

- a. Dental: OHI, OHD
- b. BTI: T. Education; T. Tobacco Use
- c. Nutrition Education

## Step 8: Patient proceed to eye exam (done once a year)

- a. Nurse performs vision test for patient before Eye Specialist appointment
- Eye specialist perform eye dilation and retinal exam on scheduled appointment

### CDEMS:

a. Attending nurse will check mark retinal exam in CDEMS and record date of exam

### Step 9: Patient proceeds to see doctor

a. Doctor assess and counsel patient.

#### CDEMS:

Doctor fills out following data in CDEMS

- a. Medications if there's new or changes
- b. Labs to be done in next appointment
- c. New diagnosis
- d. Other services needed in next appointment
- e. SM Goals and Nutrition Education



#### Step 10: Patient proceeds to OPD Clerk for Appointment and Scheduling

a. OPD Clerk receives patient chart. schedule next appointment in system and issue next appointment slip to patient.

#### CDEMS:

- a. OPD clerk pull out patients' CDEMS chart and place it in designated location for data collection.
- b. OAOI Coordinator will ensure CDEMS data is completed properly before it is placed in designated location. (This s will be done once a week)



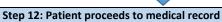
## Step 11: CDEMS data entry staff collects CDEMS chart placed in the designed location (CDEMS chart should be updated & returned to OPD in two (2) days)

a. CDEMS data entry staff collects CDEMS chart.

#### CDEMS:

CDEMS data entry staff does the following:

- a. Cross check patient list for the clinic day with nurse to identify who came to their appointment to determine how many CDEMS are to be collected for the clinic day.
- b. cross check with the CDEMS chart in the designated location if any charts were missing.
- c. Both OPD clerk and CDEMS data entry staff completes transmittal sheet before charts are removed from OPD
- d. After collecting charts, ensure flow sheets are completed (incomplete flow sheets will be confirmed & initialed by nurse)
- e. Enter data into CDEMS
- f. Return CDEMS chart to medical record
- g. Complete transmittal sheet with OPD clerk and cross checking if all collected charts are returned.



a. Process encounter form for coding and data entry.

### **CDEMS**

Medical Record technician ensures that the patients' CDEMS chart is not in the chart and is placed in the designated location for data collection.



# Step 13: Patient proceeds to Finance/Collection

a. Finance/Collection staff process bill for patient.

**CDEMS** 

CDEMS is not utilized in this process step

### Step 14: Patient proceeds to Pharmacy

Pharmacy staff prepares and issue patient's medication.

**CDEMS** 

CDEMS is not utilized in this process step



## **Patient Exit Clinic**

## **Data Quality Check**

QAQI Coordinator will monitor the CDEMS process weekly to identify gaps and issues during implementation

NCD Data Management Specialist will run CDEMS data monthly to identify outliers and discrepancies in data.