

HOSPICE ORDERS MANAGEMENT MANUAL

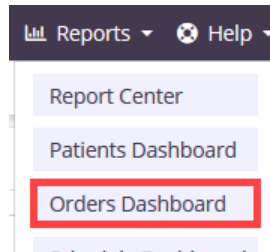
November 2020

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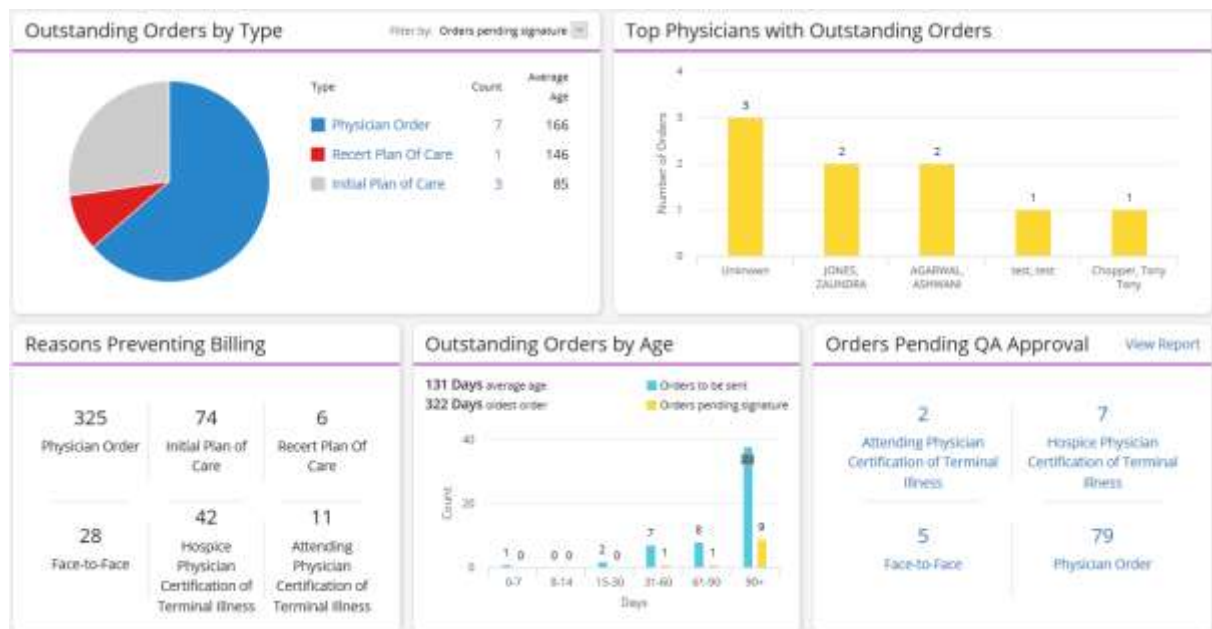
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ORDERS DASHBOARD

Reports/Orders Dashboard



The Orders Dashboard will show an organization outstanding Physician Orders, Plans of Care, Certifications of Terminal Illness, and Face to Face Visit documentation that may be holding up billing. This will help assist organizations to quickly identify issues and resolve them.



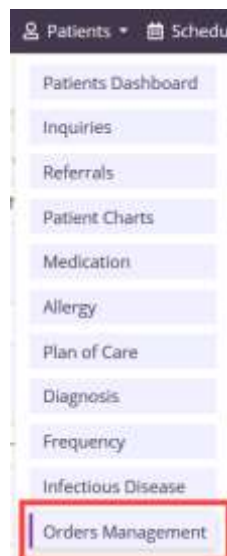
Orders Dashboard has five tiles:

1. **Reasons Preventing Billing** - This tile shows outstanding Physician Orders, Plans of Care, Certifications of Terminal Illness, and Face to Face Visits for patients who have a claim that cannot be billed due to these outstanding documents. By selecting the hyperlink title in each area, the user will be able to go to the Orders Management page, which shows the patients (and Physicians) who have outstanding documents.



2. Outstanding Orders by Age - This tile shows aging orders and allows an organization to see which orders have been outstanding over a period of time. This shows a breakdown of orders which have been sent and which have not been sent to the physician for signature. The graph is interactive and when an area is selected, it will take the user to a list showing the orders by age.
3. Orders Pending QA Approval - This tile shows the orders and documents awaiting approval by Quality Assurance and are unable to be sent out for signature. Selecting any of the hyperlinks in this section takes the user to the QA Center to be able to quickly approve the orders, so they are ready to be sent for signature.
4. Outstanding Orders by Type - This tile shows the orders and documents that are outstanding by type - Physician Orders, Plans of Care, Certifications of Terminal Illness, and Face to Face Visits - and allows the user to filter by orders that are pending signature and orders that have not yet been sent. The count is a hyperlink that takes the users to an Orders Management list view of only that type of document, so the user can see the documents, physicians, and age of the outstanding document.
5. Top Outstanding Orders by Physicians - This interactive graph allows the user to see the physicians who have the most outstanding orders/documents and take the user to the list view of these documents by the physician.

ORDERS MANAGEMENT

Patients/Orders Management




Use the search bar to find a specific order. Filtering is the same for all tabs. Search by Patient, Physician, Type, Order Date, Age, Branch or Team.

Select the Patient hyperlink to go straight to the Patient Chart. Print orders individually by selecting the  icon under the Action column. Download orders by selecting the  icon.

Orders are split into three tabs:

1. **To Be Sent** - This is the section where orders are housed that are ready to be sent for signature. Orders are displayed by Age of Order, Patient, Team, Physician, Type, Order Date, Date Approved and Order Preview.

Age of Order	Patient	Team	Physician	Type	Order Date	Date Approved	Order Preview	Actions
<input type="checkbox"/> 6 days	Smith, John	Accessans	OWAS LODHI	Initial Plan of Care	10/16/2020			Mark as Sent  
<input type="checkbox"/> 9 days	Witt, Isaac	Charles Team	Glenn Johnson	Physician Order	10/13/2020	10/13/2020		Mark as Sent  
<input type="checkbox"/> 15 days	Witt, Isaac	Charles Team	Glenn Johnson	Physician Order	10/07/2020	10/13/2020		Mark as Sent  
<input type="checkbox"/> 21 days	Quinn, Maria	Access Team	Ralph Doolittle	Physician Order	10/01/2020	10/08/2020		Mark as Sent  
<input type="checkbox"/> 21 days	Bb, ad	Avenger	ASHWANI AGARWAL	Initial Plan of Care	10/01/2020			Mark as Sent  
<input type="checkbox"/> 21 days	huan, cole	Test Team	ASHWANI AGARWAL	Initial Plan of Care	10/01/2020			Mark as Sent  
<input type="checkbox"/> 21 days	MELON, COCO	Gold Team	STRANGER DANGER	Revert Plan Of Care	10/01/2020			Mark as Sent  
<input type="checkbox"/> 27 days	Colour, Black	Colour	MATTHEW HOEITH	Physician Order	09/25/2020	10/09/2020		Mark as Sent  
<input type="checkbox"/> 30 days	Access, Patient Two	Avenger	MARIA HANSBERRY	Physician Order	09/22/2020	10/02/2020		Mark as Sent  
<input type="checkbox"/> 30 days	Belcher, Unda	Access Team	MARIA HANSBERRY	Physician Order	09/22/2020	10/02/2020		Mark as Sent  

Mark individual orders as sent by selecting the green **Mark as Sent** hyperlink under the actions column or select checkboxes to the left of orders, then select the **Mark Selected as Sent** button at the top right. The number of orders selected will show on the right side of the button. Select the top-left checkbox in the purple header to select all orders.

Branch: All Team: All

2 Mark Selected as Sent

Age of Order	Patient	Team	Physician	Type	Order Date	Date Approved	Order Preview	Actions
6 days	Smith, John	Axxessians	OWAIS LODHI	Initial Plan of Care	10/16/2020			Mark as Sent
9 days	Witt, Isaac	Charles Team	Glenn Johnson	Physician Order	10/13/2020	10/13/2020		Mark as Sent
15 days	Witt, Isaac	Charles Team	Glenn Johnson	Physician Order	10/07/2020	10/13/2020		Mark as Sent

2. **Pending Signature** - This is the section where orders are housed that have been sent for signature and are expected back. Orders are displayed by Age of Order, Patient, Team, Physician, Type, Order Date, Sent Date and Order Preview.

Search by Patient Name		Search by Physician		Type to Filter Type...	Order Date	Age: All	Branch: All	Team: All	Mark Selected as Received	
Age of Order		Patient	Team	Physician	Type	Order Date	Sent Date	Order Preview	Actions	
<input type="checkbox"/>	21 days	Hospice, Jake	Matt's Testing Team	Matt Abbott	Physician Order	10/01/2020	10/20/2020		Mark as Received	
<input type="checkbox"/>	23 days	Hospice, Jake	Matt's Testing Team	Matt Abbott	Physician Order	09/29/2020	10/20/2020		Mark as Received	
<input type="checkbox"/>	49 days	Soo, Peggy	Axxess Team	Ralph Doolittle	Physician Order	09/03/2020	09/03/2020		Mark as Received	
<input type="checkbox"/>	50 days	Soo, Peggy	Axxess Team	Ralph Doolittle	Physician Order	09/02/2020	09/03/2020		Mark as Received	
<input type="checkbox"/>	65 days	Anikulapo-Kuti, Fela	Axxess Team	MATTHEW HOERTH	Physician Order	08/18/2020	08/18/2020		Mark as Received	
<input type="checkbox"/>	76 days	AJASA, BABAWALE	Axxess Team	Ralph Doolittle	Recert Plan Of Care	08/07/2020	08/25/2020		Mark as Received	
<input type="checkbox"/>	81 days	Potter, Harry	Pika IDG Meeting	Ralph Doolittle	Physician Order	08/02/2020	08/25/2020		Mark as Received	
<input type="checkbox"/>	93 days	Water, Melon	Axxess Team	Ralph Doolittle	Initial Plan of Care	07/21/2020	08/25/2020		Mark as Received	
<input type="checkbox"/>	94 days	Buhari, Muhammadu	Axxess Team	Ralph Doolittle	Recert Plan Of Care	07/20/2020	08/25/2020		Mark as Received	
<input type="checkbox"/>	97 days	Ibir, Ito	Axxess Team	Ralph Doolittle	Recert Plan Of Care	07/17/2020	08/25/2020		Mark as Received	

Mark individual orders as received by selecting the green **Mark as Received** hyperlink under the Actions column. The Received Date populates with the current date. Enter the Signed Date, then select the **Mark** button.

<input type="checkbox"/>	21 days	Hospice, Jake	Matt's Testing Team	Matt Abbott	Physician Order	10/01/2020	10/20/2020	Marking in Progress
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Received Date

10/22/2020

Signed Date

MM/DD/YYYY

Mark

Cancel

To mark multiple orders, select checkboxes to the left of orders, then select the **Mark Selected as Received** button at the top right. The number of orders selected will show on the right side of the button. Select the top-left checkbox in the purple header to select all orders.



3. **Completed Orders** - This is the section where users can view and track completed orders. Orders are displayed by Patient, Team, Physician, Type, Order Date, Sent Date, Signed Date and Received Date.

Patient	Team	Physician	Type	Order Date	Sent Date	Signed Date	Received Date	Actions
Hospice, Kyle	Matt's Testing Team	MARIA HANSBERRY	Physician Order	04/10/2019	07/29/2019	11/13/2019	11/13/2019	Mark as Received
Sandal, Lavender	Avenger	MARY HAMMACK	Hospice Physician Certification of Terminal Illness	04/26/2019	04/26/2019	04/26/2019	04/26/2019	Mark as Received
Acosta, Sandra	Axxess Team	MARIA HANSBERRY	Physician Order	04/30/2019	05/03/2019	05/05/2019	05/08/2019	Mark as Received
Acosta, Sandra	Axxess Team	MARY HAMMACK	Physician Order	04/30/2019	05/08/2019	11/13/2019	11/13/2019	Mark as Received
Alhambra, Patricia	Test Team	MARIA HANSBERRY	Physician Order	05/08/2019	11/13/2019	11/13/2019	11/13/2019	Mark as Received
Cali, Yellow	Test Team	MARIA HANSBERRY	Physician Order	05/09/2019	05/09/2019	05/07/2019	05/07/2019	Mark as Received
Lisbon, Jake	Axxess Team	MARIA HANSBERRY	Hospice Physician Certification of Terminal Illness	05/17/2019	05/17/2019	01/01/0001	06/25/2019	Mark as Received
Demo, Lillian	Axxess Team	MARIA HANSBERRY	Physician Order	05/21/2019	05/21/2019	05/21/2019	05/21/2019	Mark as Received
Acosta, Sandra	Axxess Team	MARIA HANSBERRY	Hospice Physician Certification of Terminal Illness	06/09/2019	07/09/2019	01/01/0001	06/25/2019	Mark as Received
Torres, Cynthia	Axxess Team	MARIA HANSBERRY	Hospice Physician Certification of Terminal Illness	06/10/2019	06/11/2019	06/10/2019	06/11/2019	Mark as Received

PHYSICIAN ELECTRONIC SIGNATURES

Physicians and non-physician practitioners can electronically sign orders in Axxess Hospice if they are set up with permissions and a user profile.

To sign orders, navigate to the **Pending Signature** tab. Orders that are ready to be signed will have a **Sign** hyperlink under the Actions column. Select **Sign** to sign an order.

To Be Sent **Pending Signature** Completed Orders

Search by Patient Name Search by Physician Type of Order Type Order Date Age All Branch All Team All **Bulk Sign** **Sign Selected as Pending**

Age of Order	Patient	Team	Physician	Type	Order Date	Send Date	Order Preview	Actions
8 days	Michael, Jason	Hospice Team	Matt Abbott	Physician Order	10/01/2020	10/01/2020		Sign

To sign multiple orders at once, select the blue **Bulk Sign** button. Select the orders to be signed and select the **Sign Selected** button to sign the selected orders.

To Be Sent **Pending Signature** Completed Orders

Search by Patient Name Matt Abbott Type of Order Type Order Date Age All Branch All Team All **Sign Selected** **Cancel**

Age of Order	Patient	Team	Physician	Type	Order Date	Send Date	Order Preview	Actions
8 days	Michael, Jason	Hospice Team	Matt Abbott	Physician Order	10/01/2020	10/01/2020		Sign

Once signed, orders will appear on the **Completed Orders** tab.

NOTE: Practitioners will only be able to sign orders that are assigned to them.

HELP CENTER

A great resource that is available 24/7 is our Help Center. It is a place to get answers to frequently asked questions or watch videos on all our Axxess products. Our Help Center can be accessed by selecting *Help/Help Center* or <https://www.axxess.com/help/>

