



LINCOLN COMMUNITY HEALTH CENTER, INC.

1301 Fayetteville Street • P.O. Box 52119
Durham, North Carolina 27717 – 2119

SUBJECT: Primary Care Provider (PCP) Assignment/ PCP Change Requests

APPROVAL DATE: 02/2015

IMPLEMENTATION DATE: 03/2015

REVISION DATE: 08/2016, 11/2016

REVIEWED DATE:

PURPOSE: To implement a process to help assure that all patients are assigned a PCP in the Primary Care Medical Home in order to enhance coordination and continuity of care, to establish accountability for meeting quality standards, and to assure that patients have an opportunity to choose their PCP.

PCP ASSIGNMENT:

Staff who have access to the Electronic Health Record (EHR) will check at every encounter to see if patient has had a PCP assigned.

I. GENERAL GUIDELINES:

- A. Do NOT assign PCP for nurse only visits.
- B. Do NOT assign PCP for urgent care or one-time walk-in. Only when the patient returns and has an additional visit (second urgent care, second walk-in, follow-up, new, etc.), assign PCP as the provider seen that day.
- C. Do NOT assign PCP for the following: Hillside, Durham Recovery Response Center (DRRC), Women's Health, Procedure only, i.e. Injection or toe nail removal, etc., or Coumadin. Assign a PCP only if seen in addition to these sites/clinics, per guidelines below.
- D. Determine PCP from actual visits; look back within last two years (two years for PCP assignment).
- E. Use correct visit type. If visit is for urgent care or walk-in, use that type, not "new patient" or "physical."
- F. When entering PCP, be sure to select correct provider and location, corresponding to where patient is routinely being seen.

II. STAFF: Registration/Intake, Nursing/Certified Medical Assistant (CMAs)

- The provider who is scheduled to see a NEW patient (a patient not seen at LCHC within the last 2 years for medical care) will be assigned as the patient's PCP when the patient is registered.
- If patient is established (seen within past 3 years as a Lincoln primary care patient – medical and/or behavioral health), does not have a PCP assigned who is a **current** Lincoln provider, and it is clear based on prior visits that the patient has been seeing a particular current provider, assign that provider as PCP.
- If the patient does not have a current Lincoln provider assigned as PCP, but identifies a current provider as their PCP, assign that provider.
- If patient does not have a current Lincoln provider assigned as PCP, and has been seen by multiple providers, assign to a **current** Lincoln provider as follows:
 - First option: Remind the patient of the current provider they saw on their most recent two visits, and ask if they have a preference for PCP; assign that provider.



LINCOLN COMMUNITY HEALTH CENTER, INC.

1301 Fayetteville Street • P.O. Box 52119
Durham, North Carolina 27717 – 2119

- Second option: Assign the current provider the patient has seen **most often** (excluding warfarin clinic visits, urgent care if only seen one time for urgent care) and **most recently** (looking from most recent back).
- Third option: Assign the last current provider to see patient for a Physical or well child care.
- If none of the above fit the situation assign the provider the patient is seeing for the current visit.

III. PROVIDERS

- If a patient does NOT have a current provider as PCP, use process above to assign PCP, OR
- Provider seeing patient may offer to become PCP.
- If current PCP assignment does not seem to satisfy patient or does not appear to be in patient's best interest (for example, assigned to a PCP whom the patient rarely sees), the provider is encouraged to change PCP assignment with the patient's involvement.

IV. HEALTH INFORMATION MANAGEMENT SERVICES (HIMS)

HIMS performs back-end PCP assignment, routinely running reports and checking for PCP assignment per guidelines:

- Determine PCP from record based on actual visits, seen within last 2 years.
- If clearly seeing a particular provider or if patient identified a provider as their PCP, assign that provider as PCP.
- If seen by multiple providers – use provider seen for three visits (look back from most recent date) for Regular/routine/Follow up visits.
- If New Patient – assign the provider seen at this visit.
- Pediatrics – as above. However, can be difficult due to not seeing same provider, so if can't apply above, then assign provider patient last saw for Well Child Check or Annual Health Assessment (AHA)/Physical.
- Resident – if no other PCP, assign to the Attending provider for that visit, not the Resident.
- Do not assign a provider who is no longer at LCHC.
- Do not assign PCP if seen in Women, Infants and Children (WIC) or Dental only: PCP field will be designated as "none."
- Assigning PCP in EPIC – Registration, blue hyperlink.
 - There can only be one PCP assigned – if others, remove (anything above line can only have one to be accurate); can leave consulting (show below line).
 - Be sure to select correct location/address for provider of Lincoln or the correct satellite.
 - Always select "Yes" for Notification of Admissions.
- If assigned to Lincoln Community Health Center, incorrect PCP, etc.
 - Enter PCP per guidelines; or
 - If does not have a PCP, click and remove entry so that there is no PCP assigned (nothing in PCP field or above the line).
 - Remove site name or generic name from PCP (Lincoln Community Health Center, a Lincoln provider, etc.)
- For Duke Affiliates (Lyon Park, Walltown and Holton) – if cannot tell based on above criteria, but clearly seen at Duke Affiliate, assign to lead provider for the site where patient is seen. Duke Affiliates will inform HIMS if there are any changes to lead provider for each site.
- If the situation is different from any of the above, assign the provider the patient saw for the current visit.



LINCOLN COMMUNITY HEALTH CENTER, INC.

1301 Fayetteville Street • P.O. Box 52119
Durham, North Carolina 27717 – 2119

V. CHANGE OF PCP: PATIENT OR PROVIDER REQUEST

A. PATIENT REQUEST

1. Request a particular PCP or to change PCP:

When possible, patient requests to be assigned to a particular PCP or to change PCP assignment will be honored by provider, CMA/nurse, or administration. With two exceptions:

- (a) If the requested provider is not accepting new patients the request cannot be honored (a periodically updated list of providers not accepting new patients will be provided to staff)
- (b) Patients prescribed or requesting controlled substance (for example opioid pain medicine, or benzodiazepine anxiety medication). In such cases, the following is required:
 - o The request to change providers needs to be communicated by patient to Administration during regular business hours.
 - o PCP change will require review of the request by the Chief of Service (Adult Medicine, Pediatrics, or Family Medicine) or the Chief Medical Officer (CMO), and their decision will be conveyed to Administration, who will inform patient.

2. Request change of PCP due to discomfort/dissatisfaction

- Patient does not want to see the provider due to their discomfort/dissatisfaction with the relationship.
- The patient must communicate this request to Administration during regular business hours.
- This request will require review of the request by the Chief of Service or the Chief Medical Officer (CMO).
- If the Chief of Service or CMO is in support, then agreement of a proposed new PCP will be secured from the proposed new provider; once this is done, the Chief of Service or CMO will implement the change and notify Administration.
- Administration will inform the patient of this action and will notify HIMS to document this action and to implement a restriction/block.

B. PROVIDER REQUEST

Request change of PCP due to discomfort/dissatisfaction

- Provider does not want to see the patient due to their discomfort/dissatisfaction with the relationship.
- The PCP must communicate this request to the Chief of Service or CMO in order to support the change.
- If Chief of Service or CMO is in support, then agreement of a new PCP will be secured from the proposed new provider; once this is done, the Chief of Service or CMO will implement the change and notify Administration.
- Administration will inform the patient of this action, and will notify HIMS to document this action and to implement a restriction/block.



LINCOLN COMMUNITY HEALTH CENTER, INC.

1301 Fayetteville Street • P.O. Box 52119
Durham, North Carolina 27717 – 2119

Prepared By: 
Howard Eisenson, MD, Chief Medical Officer

Date: 12/13/2016

Approved By: 
Linda Small, MBA, RN, NE-BC, Chair, Patient Safety and Clinical Quality Committee

Date: 12-9-2016