



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; 3/2019; 3/2022

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 provider as PCP until that provider has seen the patient.
- C. Do NOT assign PCP for the following: Durham Recovery Response Center (DRRC), Women's Health, Procedure only, e.g., LARC, injection or toenail removal, etc. Assign a PCP only if seen in addition to these sites/clinics, per guidelines below.
- D. Determine PCP from actual visits; look back at visits in the last few years
- E. Ask the patient if there is a provider they identify as their PCP
- F. Use correct visit type. If visit is for urgent care or walk-in, use that type, not "new patient" or "physical."
- G. When entering PCP, be sure to select correct provider and location, corresponding to where patient is routinely being seen.
- H. Do not assign PCP if seen in Women, Infants and Children (WIC) or Dental only and has no medical provider visits

II. STAFF: Providers

- A. The provider seeing a patient who does not have an assigned PCP will assign themselves or have their designate assign them PCP unless that provider has a closed (full) panel or the patient declines being assigned that provider as PCP.
- B. If the patient does not have a current Lincoln provider assigned as PCP, but identifies a current provider as their PCP, assign that provider.



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III. HEALTH INFORMATION MANAGEMENT SERVICES (HIMS)

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

Situation 1: Patient is assigned a PCP who has left Lincoln:

If patient has seen another PCP at Lincoln in the past 6 months (except for Procedure, MAT, Hepatitis C or Women's Health visits and only if the PCP has an open panel), assign that provider as PCP.

If the patient has not been seen by any other provider in the past 6 months, change PCP to "NONE"

Situation 2: Patient has not been seen at Lincoln by a medical provider for 2 years.

Remove Lincoln PCP and change PCP to "NONE."

HOW TO ASSIGN PCP

A. Assigning PCP in EPIC

1. 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).
2. Be sure to select correct location/address for provider of Lincoln or the correct satellite.
3. Always select "Yes" for Notification of Admissions.
 - i. If the patient does not have a PCP, click and remove entry so that there is no PCP assigned (nothing in PCP field or above the line).
 - ii. Remove site name or generic name from PCP (Lincoln Community Health Center, a Lincoln provider, etc.)

IV. 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, MA/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:
 - i. The request to change providers needs to be communicated by patient to Administration during regular business hours.
 - ii. 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

- (a) Patient does not want to see the provider due to their discomfort/dissatisfaction with the relationship.
- (b) The patient must communicate this request to Administration during regular business hours.



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- (c) This request will require review of the request by the Chief of Service or the Chief Medical Officer (CMO).
- (d) 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.
- (e) Administration will inform the patient of this action and will notify HIMMS to document this action and to implement a restriction/block.

NOTE: The person making the change will enter a comment in the EHR so that others know the change was made per request of patient or provider. Example: "Patient requested a different PCP."

B. PROVIDER REQUEST

Request change of PCP due to dissatisfaction

1. Provider does not want to see the patient due to their dissatisfaction with the relationship.
2. The PCP must communicate this request to the Chief of Service or CMO in order to support the change.
3. 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.
4. Administration will inform the patient of this action and notify HIMMS to document this action and to implement a restriction/block.

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DATE: 3/11/2022

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DATE: 06/06/2022