IOWA LUTHERAN HOSPITAL TRACK-DES MOINES
UNITYPOINT HEALTH-CENTRAL IOWA FAMILY MEDICINE RESIDENCY

BUSINESS ISSUES

Absence from East Des Moines
In the absence of a resident or faculty member, primarily residents, then residents or faculty in the same team will see the patient. If they are not available, then a resident or faculty member from the same side of the office will see the patient. If nothing is available, the clinic advanced practitioner will see patient as schedule allows.

After-Hours Phone Call
When the clinic is closed, patient telephone calls are directed to the nurse. Unanswered questions will then be directed to the senior resident physician on call at Iowa Lutheran Hospital via the answering service.

Failed and Canceled Appointments
See Failed Appointment Policy in clinic Policy & Procedure Manual.

Late Patients
See Failed Appointment Policy in the clinic Policy & Procedure Manual.

Mailboxes
Each resident has a mailbox located across from the employee stairwell on the lower level. Mailboxes need to be checked on a regular basis.

Outpatient Care Billing
All residents will complete charges in Epic for every patient seen in the office. The appropriate level of service provided for the patient is to be marked along with any laboratory, x-ray, EKGs, etc., that were performed.

The billing specialists in the clinic business office review charges that fall into Epic work ques. If there are concerns that the chart documentation does not correspond to the coding, the resident will be contacted.

Patient Transfers
For continuity of care, it is best if the patients remain with the physician initially assigned as much as possible. In general, patient transfers within the clinic are discouraged. If a patient requests to transfer his/her care to another EDM physician, the assigned physician should reiterate the policy and inform the patient that the issue will be discussed with the requested physician. It is ultimately the patient's choice which physician they wish to see.