

Workflow for:  Internal Medicine  Pediatrics  Family Medicine  Specialty

Clerical  Clinical  Provider

Date Updated: 4/4/13

Pages: 3

**NextGen: Non-Provider PCP Options**

The following is an explanation of 3 non-provider PCP choices in NextGen:

The screenshot shows the 'Update Patient Information' window. The 'Primary Care Provider' dropdown menu is highlighted with a red circle and set to 'PCP, Not Listed'. Other fields include Last Name (Test), First Name (Allison), Birth Date (09/12/2000), Age (10 yrs.), Sex (Female), and Address (125 Grove Street, Franklin, MA 02038).

A. **PCP Not Listed**: To be used when the patient’s PCP is not listed in NextGen. (Most likely a new provider to the area.)

1. Notify the Eligibility Department ext 170, 171 or 152.
2. Request the Eligibility Dept let you know when the provider has been added so you can update the PCP in NextGen for the patient.
3. Send yourself a flag from the patient’s chart in Centricity including a reminder that this patient’s PCP will need to be updated once the provider has been added to NextGen.

B. **PCP Unidentified**: Applies to specialty sites only. (All primary care patients should have a TCMA Primary Care Physician listed in the “Primary Care Physician” field in NextGen.)

- ◆To be used for those patients that **insurance doesn’t require a PCP** .
- ◆A PCP should be entered in NextGen if the patient has one, even if not required by their Insurance.

C. **Patient Left Practice**: Applies to primary care sites only.

- ◆To be used when the new PCP in not known. (Patient requests their records and doesn’t disclose the name of their new PCP.)
- ◆New PCP is not listed in NextGen and is out of this area. (Provider doesn’t need to be added to NextGen.)

## Process Updates:

◆ You will notice any one of the 3 non-provider PCP choices when entered in NextGen will now display on the patient banner in Centricity. (Previously the TCMA PCP would remain on the banner when a non-provider PCP was selected in NextGen.)

◆ Existing patients with any one of the 3 non-provider PCP choices in NextGen will need to have a small change to their “Patient Information” screen in NextGen for the non-provider PCP to cross over to Centricity. Going forward when any one of the 3 is selected, the information will cross over immediately, as it does when a TCMA provider is selected for the PCP field in NextGen.

**Please Note: Providers outside TCMA (exception Dr Pandiscio) will never display on the patient banner in Centricity. If the patient has a PCP listed in NextGen that is not part of TCMA “None” should display on the patient banner.**

## Additional Step Required with PCP change from TCMA PCP to Non-TCMA PCP:

◆ The patient banner in Centricity will need to be updated manually by the Informatics Analyst.

◆ Please send all requests to manually remove the TCMA provider from the patient banner via flag from the patient chart to Michelle Owens.

## Example:

Doug Test is a former patient of Dr Coles.



The patient's new PCP is not a TCMA provider (or Dr Pandiscio).  
The PCP field has been updated in NG with the patient's new PCP, Dr Zullo.

A screenshot of the "Modify Patient Information" form in Centricity. The form contains fields for patient demographics and address. The "Primary Care Provider" dropdown menu is circled in red and shows "Zullo MD, Mark C". Other fields include Last Name, First Name, Middle Name, Previous Last Name, Nickname, SSN, Birth Date, Age, Sex, Medical Record, Street, Billing Address, Secondary Address, City, State, Zip, Country, and County.

The patient banner will need to be manually updated to remove Dr Coles and replaced with “None” (indicating the PCP is non-TCMA).

Send a flag to Michelle Owens from the patient’s chart with the request.

**New Alert/Flag**

**To Location**  
BVFP

**To User**  
Owens, Michelle

**Properties**  
Priority: Normal  
Type:  Flag  Care Alert  Popup  
Start: 03/20/2011  
Expire:  
Attach to: Patient's Chart  
Patient: Test, Doug  
Subject: Test, Doug

**Message:**  
Patient has changed PCP to Dr Zullo, please remove Dr Coles from the patient banner.

Save as Draft Send Cancel

Patient banner after Michelle completes the update to the patient banner.

Centricity EMR - Jennifer Newton @ Tri-County Medical Associates, Inc. (emr) - 3/30/2011 10:47 AM - [Chart]

Go Actions Options Help  
Desktop Chart Appts Reg Reports New View Print Help EXIT

**Doug Test**  
45 Years Old Male (DOB: 11/16/1965) Patient ID: 21919-2956204  
**PCP: None** Home: (999)999-9999 Work: (508)555-1234  
Insurance: HMO Blue (25) Group.