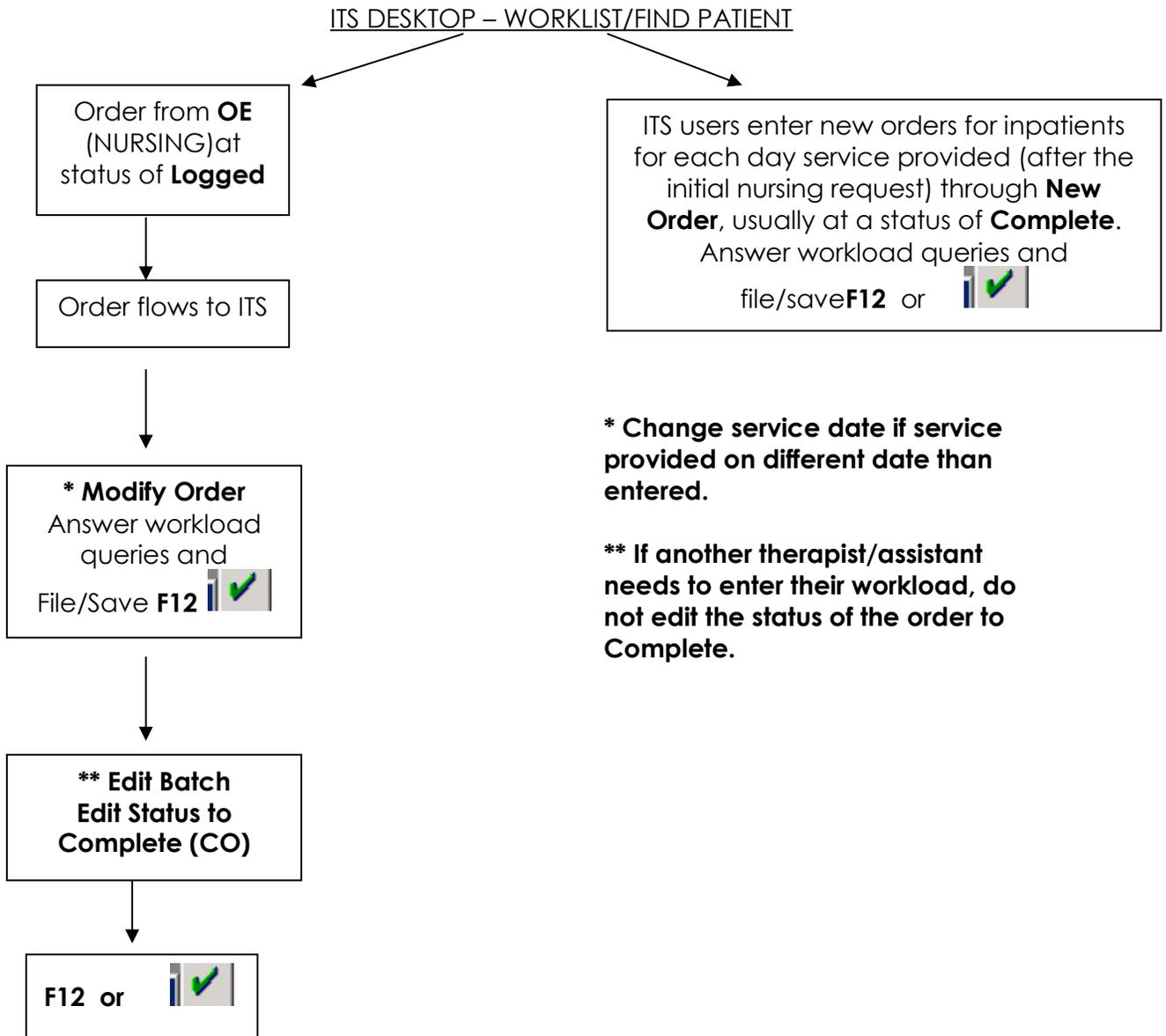


## ITS –THERAPY SERVICES WORKFLOW

### INPATIENT WORKFLOW



☆ **Status of Order should be at Complete only after all service providers have entered associated workload for the visit**

☆ **If a second visit occurs at a different time on the same day for an inpatient, enter a new order for that visit for that same date, regardless of which provider(s) sees the patient. i.e. inpatient seen by therapist(s) and/or assistant(s) at the same time in the a.m., one order with both providers' stats indicated. Then if provider(s) provide service to the same patient on same day in the pm; enter a new order/order set with workload queries answered for the provider(s).**

# ITS –THERAPY SERVICES WORKFLOW

## OUTPATIENT WORKFLOW

### ITS DESKTOP – WORKLIST/FIND PATIENT

New Order



Therapist/assistant enters  
new Order(s) at status of  
**Complete\***



Answer  
workload  
queries



File F12 or 

**\*Status of Order  
should be at  
Complete only after  
all service providers  
have entered  
associated workload  
for the visit.**

☆**Either before or after  
the order is entered a  
revisit needs to be  
entered for every visit  
date after the initial  
registration date.**

☆ **For subsequent visits after the initial visit**, revisits will be entered and associated back to a Recurring Account by the front staff. **When entering an order, if prompted “Acct# Name was registered for date (different than date service was completed) Ok Anyway?” Say Yes, as the revisits can be entered at a later date.**

☆ If 2 separate visits occur on same day for a patient, enter a **new order for the second visit for that same date. As well, need 2 revisits entered for that date.**

## ITS –THERAPY SERVICES WORKFLOW

### REGISTRATION PROCESS FOR RECURRING OUTPATIENTS

Patient registers at Main Registration Desk for initial visit to outpatient location, starts an RCR REG (RCRVIS) account.

\*ITS provider **enters an order at Complete with ACCS queries answered** for same date as registration

↓

For each subsequent visit, a Revisit Routine is completed by TS clerk before/after provider enters an Order at Complete and answers the workload queries.  
**The date of order in ITS must match the revisit service date.**

↓

When discharging an outpatient chart, TS clerk will use the **Discharge routine to close the RCR REG account.**

☆ If 2 visits occur on same day but at different times, enter a **new order for each visit** for that same date, **as well a revisit needs to be entered** (two times for the same date, different times).

☆ The system will automatically discharge an account after there are no revisits entered within 180 days from the last date entered in Admissions.