

ANMC Department Service Agreement Orthopedics and Family Medicine Departments

The following is a collaborative service agreement between the Orthopedics and Family Medicine departments. The departments agree on the following scope of practice for the provision of primary & specialty care.

Core Competencies:

Orthopedics will provide the following core services:

- Management of acute / chronic musculo skeletal conditions beyond the scope of primary care including surgery
- Ortho will provide fracture management per guidelines. Includes but is not limited to:
 - Casting
 - Splinting
 - Diaphyseal fracture
 - Ankle
 - Leg
 - Knee
 - Hip
- Consultation for orthopedic problems (page x1619)
- Post-operative pain management as appropriate for the surgical procedure and patient (to be dictated into the post-op note and discharge note)
- Joint injections other than knee and shoulder

Family Medicine will provide the following core services:

- Prior to the consult process, the Primary Care Provider will provide the patient with an initial evaluation and management, to include imaging services, if indicated per guidelines, of acute/chronic musculo- skeletal conditions within the scope of primary care.
- Pre-operative medical clearance for uncomplicated patients. (Patients with COPD, DM, heart disease may be referred to Internal Medicine for medical clearance)
- Follow-up management on chronic non-operative muscular skeletal conditions
- Initial conservative management of most musculoskeletal conditions
- Chronic pain management
- Knee and shoulder joint injections, other joint injections as the PCP determines appropriate
- Family Medicine will provide fracture management per guidelines for:
 - Toe fracture (Salter fractures page x1619)
 - Finger fracture (Salter fractures page x1619)
 - Torus fracture (pediatric patients)
 - Meta tarsal fracture (Salter fractures page x1619)
 - Clavicle fracture
 - Stable Boxer follow up (with guidelines)

Access Agreements

Orthopedics will provide the following access:

- All patients will be offered an appointment within one day for any problem
- All patients requiring an operating room surgical intervention will be offered an OR time within 5 days of that determination
- Immediate access for urgent and emergent conditions

FMC will provide the following access:

- Same day access offered for all Family Medicine enpanelled patients who can schedule by 4:00 p.m. and arrive in the clinic by 4:30 p.m. Monday - Friday
- Evenings between 5:00 p.m. – 8:00 p.m. and Saturdays between 8:30 a.m. and 4:30 p.m. the clinic is staffed with 2-3 providers who cover the practice for customer convenience and urgent needs for customers who can schedule by 7:00 p.m. and arrive by 7:30 p.m. in the evenings and customers who can schedule by 4:00 p.m. and arrive by 4:30 on Saturdays

Consultation / Treatment Process

- *In order to avoid delays referring clinic agrees to use the standard ANMC evaluation and consultation process*
- 8:30 a.m. – 4:30 p.m. use standard ANMC evaluation and consultation process (see flowchart)
- 4:30 p.m. – 8:30 a.m. fax /scan evaluation and consultation form to Ortho

Communication Process

- Family Medicine will identify patients who have complex issues such as, pain contracts, medical, logistical or social issues, when sending a consult
- Dictated summary of consults, hospitalization, surgery & end of care summaries outlining findings and recommendations for care on all patients to include pain management and anticipated follow-up with guidelines and conditions for return to Orthopedics. Send cc to PCP.
- Orthopedics will notify the patient's Primary Care Provider during the time of an admission to Surgery Service or within 48-72 hours of a surgical procedure.
- Home Based Services (HBS): in the event a post-op patient requires HBS, Orthopedics personnel will be responsible for referring the patient to the HBS team. This includes completing the necessary paperwork for prescriptions, equipment and nursing orders. Orthopedics will authorize the transfer of care to the Primary Care Provider in accordance to the Medicaid/Medicare guidelines.
- Post-op wound care: Orthopedics will communicate post-op wound care needs with the orthopedic patient. If the patient requires assistance with their wound care, the Orthopedics clinic personnel will arrange for appropriate follow-up
- Post-op pain management: Orthopedics will manage the post-op pain for the expected post-op recovery time. In the event the patient requires pain management beyond the anticipated recovery period, the Surgeon will communicate the patient's status with the Primary Care Provider prior to the transfer of care.

Consultation / Treatment Guidelines (for each consultation guideline include graduation criteria)

- The process for approving guidelines:
 - Guidelines developed at department (or other) level
 - Department presents guideline to appropriate Clinical Core Business Group (CCBG)
 - After CCBG approval guideline goes to PIC for final approval
 - After PIC approval guideline is posted on ANMC intranet
- Toe fracture
- Finger fracture
- Torus fracture (pediatric patients)
- Meta tarsal fracture
- Clavicle fracture
- Stable Boxer follow up (with guidelines)
- Hand
- Shoulder
- Back
- Hip
- Knee
- Foot and ankle

Quality Assurance Agreements

- Service agreements will be reviewed, updated and approved bi-annually with final approval by the SCF VP of the Medical Services Division and the ANMC Administrator.
- Training and education needs can be requested by either service. Each service is responsible for responding in a timely manner.
- Quality review of the system will occur on a regular basis. Metrics to include:
 - % of time guidelines are met
 - % of time processes are followed
 - % of time adequate information is provided to consultant clinic
 - % of time adequate information is provided to referring clinic
 - % of time appointment is booked using the phone process
 - % of dictation consultation summary received

David Beck, MD

MD

Signature of Orthopedics Medical Director

Allen Smith,

Signature of Family Medicine Medical Director

Douglas Eby, MD

RN

Dee Hutchison,

Approved June 15, 2004

Signature of SCF Vice President Medical Services

Signature of ANMC Administrator