Outreach FAQs and Scenarios

The following table shows several scenarios and a possible response for each using Outreach:

Scenario	Response
A patient calls and is very upset that her provider's office is calling with messages much like a telemarketer. This is a patient who has a chronic condition and has care gaps. How would you begin helping this patient understand that her provider is using this new advancement in technology to help her manage her care?	This is a great opportunity for you to help the patient understand that your provider has purchased this system to help him or her care for his or her entire patient population. The technology allows your provider to contact patients when they are in need of recommended care to help reduce care gaps and unnecessary medical expenses. This system is helpful when a patient doesn't want to remember to call every six months for his or her diabetes checkup, but instead wants to rely on the system to notify them.
A patient schedules a follow up appointment after receiving an Outreach call. When the patient sees his or her provider, neither the patient nor the provider knows why the patient scheduled the appointment. What piece of information is missing in communicating to the provider why the patient is there?	The Outreach protocol the patient was called about is missing. When a patient is called by Outreach, the protocol he or she was called about is listed on the **Patient Summary** page. When booking the appointment in your practice management system, you should let the provider know which conditions Phytel has identified, so that the patient receives the necessary care at his or her appointment. We suggest you enter the Outreach call reason into the **Notes** field of the appointment.
A patient has been contacted about follow-up care for a chronic condition and wants to know why he or she is being called. How would you look that up? Also, the patient informs you that he or she has switched insurance companies and is receiving treatment elsewhere. What steps would you take?	First, ask the patient for the phone number where he or she received the call. In Outreach, input the phone number in the search box to pull up the patients call information. After selecting the patient's name, the **Patient Summary** page displays the description with the call protocols Outreach is using. You can then verify that you are speaking to the correct person, and let him or her know it is time for his or her follow-up/preventive exam. Because the patient has changed providers, click on the **Opt Out Settings** tab, select **Type** as **Global**, **Reason** as **Left Practice – Changed Doctors**. It is also a good idea to update this information in your practice management system.
A patient has recently had a mammogram at a Breast Cancer Awareness event in her office building. She is calling because she received a call about having this preventive exam. What are a few of the steps in the process of helping this patient?	In this scenario, because a mammogram is recommended yearly for women in a certain age group, you would opt her out until the next reminder date. This patient's situation is ideal for a **Protocol Specific Opt Out**. Ask her for the number where she received the call, so that you may look her up in the system. In the **Opt Out Settings**, select **Mammography** for the **Protocol Type**, and enter the amount of time for the opt out and the **Reason** as **Service Provided Elsewhere**.
A patient's wife calls and says that the patient is deceased. Where do you note this? Will the system call that patient again? What extra steps can you take to ensure no calls will go out again?	Unfortunately, if the patient is not properly marked as **deceased** in your practice management system, the system will send him or her a reminder call. First, mark the patient as **deceased** in your practice management system in the appropriate area. Second, perform an opt out for that patient in Outreach. Input the phone number where the call was received; search the number in Outreach; verify the name of the deceased; select **Health Reminders - Phone** for the opt-out **Type** and **Patient Deceased** for the **Reason**. The system will not send calls to that patient again.