

MetroWest AHO

NEWSLETTER



April 2017

WELCOME NEW PHYSICIAN

A warm welcome to Dr. Deborah Riester who will be taking over Dr. Bart Alfano's practice effective April 3rd.

ACO CARE MANAGEMENT

A main focus in care management is transitions. We are calling your patients post discharge from the hospital and post-acute facility to be sure they have a clear understanding of their discharge instructions and medications. If needed, we will be calling your office to alert you of any issues. We continue to follow your complex patients as well.

Any questions or referrals can be made to Patricia.londergangay@mwmc.com or 508-650-7928.

TERTIARY CARE

Just a friendly reminder that our Tertiary Partner is Tufts Medical Center (TMC) and Floating for Children. We are working closely with the Metro West Emergency Room Department to make sure our PCPs are identified in MedHost as AHO providers and tertiary referral patterns are respected.

As part of our Tertiary Integration Plan with NEQCA, anytime a patient is admitted outside of TMC or Floating, the PCP will be asked if they were aware and if there were extenuating circumstances that the patient was not referred to TMC/Floating.

We have also been meeting with other Community Hospitals to let them know about "Alliance" physician organization, identifying our PCPs and finding an avenue to make sure tertiary care is directed appropriately. These facilities have been very receptive to meeting with us and finding ways to honor tertiary referral patterns.

If you have any questions, contact Tina Mangan @ 508-650-7008. Tina.mangan@mwmc.com

UPCOMING MEETINGS

Office Manager Meeting

All Staff PCP/Specialists
April 4th

MacPherson Hall, Framingham, 11:30 am

Adult PCPs and Specialists

April 20th

MacPherson Hall Framingham, 6 pm

ADVANCE CARE PLANNING

Advance care planning is a crucial step to ensure that patients get the medical care they want when they are unable to speak for themselves due to illness or injury. In recognition of this, National Healthcare Decisions Day was founded in 2008 to educate and empower the public and providers regarding the importance of advance care planning. This year, National Healthcare Decisions Day will be a weeklong event taking place from April 16 to April 22 and the theme is "It Always Seems Too Early, Until It's Too Late."

A MESSAGE FROM METROWEST CARES

You spoke we listened! It has been brought to MetroWest CARES attention that generating insurance referrals is extremely time consuming for our PCP practices.

Partnering with Tufts Medical Center Primary Care Framingham Practice, we have instituted a new pilot program which enables MetroWest CARES to not only schedule patients' appointments but allows us to process the necessary insurance referral as well. This should streamline the referral process alleviating additional work for the practices and creates a smooth transition for our patients. Once again a Win, Win Situation!

Thanks to Lillian D'Agostino, Tuft's Practice Manager & her team, Maria, Lisa & Frank for participating in this important pilot.

IV ANTIBIOTICS

Alternative to ER – Natick Urgent Care – 4 Mercer Road – 508-318-4466.