



### Follow-up in 84 Days

History Builder Orders *i*

Problem-Based Rx Med Admin Immun Lab Rad Procs Findings **FU/Ref** Instruct Supplies

To Be Done MM/DD/YYYY *📅* *↺* To Be Performed *▼* Priority *▼*

Entering For ALLSCRIPTS, Provider *🔍* Supervised By ALLSCRIPTS, Provider *🔍*

84 da *⊗* *🔍* My Favorites *▼* *⊕* OFF  Record w/o Ordering

Follow-up in 84 days(1)

Follow-up in 84 days is a new follow up order available in Touchworks.

*3 month Follow up order* is not the same as 90 day follow up time frame. In fact, a 3 month follow up order will often lead to an appointment in 12 or 13 weeks.

The *Follow-up in 84 days* order was created to remind the check out staff to schedule the patient back in less than 90 days but more than 82 days.

#### **Based on true events**

On March 1st, Patient given new Rx and 3 month follow up. Patient's appointment is scheduled for June 5th.

Patient fills new Rx for 90 day supply at \$15 copay. Patient runs out of medication on May 30. Patient calls office for refill. Task to doctor to refill. Patient given 1 month supply to make it to next appointment.

Patient fills 30 day supply at \$15.

Returns to office for appointment on June 5th and receives a new 90 day script and next appointment.

This cost the patient an extra prescription copay and trip to the pharmacy, the office a phone call, and the nurse and doctor a task. This even cost the pharmacy more work.

If the patient had been scheduled on 84 days at May 24th, the issues would have been prevented.

**Check out staff-** *Follow-up in 84 days* means schedule the patient between 82-90 days but not more than 90 days.