


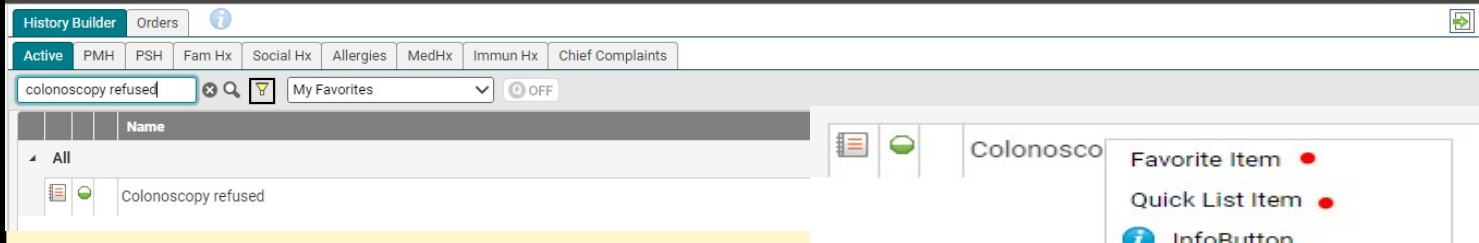


Tips & Tricks Weekly



Documenting Patient Denials & Refusals

	<p>Creating a diagnosis and treatment plan for a patient is only half the battle for physicians; actually getting patients to follow through on preventive services is its own struggle. With some motivation and encouragement on the importance of wellness management, we hope that more patients follow through. However, in the case where patients adamantly decline or refuse a service, we must be sure to add the denial or refusal code as an active problem. While this does not close the gap in most cases, it does provide important information to the insurance companies and population health team.</p>
<p>Flu</p>	<p>Influenza vaccination declined by patient Z28.21</p>
<p>Pneumo</p>	<p>Pneumococcal vaccination declined by patient Z28.21</p>
<p>Eye Exam</p>	<p>Eye examination declined Z53.20</p>
<p>Colon</p>	<p>Colon cancer screening declined– Z53.20 Colonoscopy refused– Z53.20</p>
<p>Breast</p>	<p>Mammogram declined Z53.20</p>



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