

DAILY WORK FLOW OF A PHYSICIAN ADVISOR

Dr. Maria Johar
System Physician Advisor

AT THE START OF THE DAY



WHY WERE WE HIRED IN THE FIRST PLACE???

Dollar Retention

by

Denial Reduction

- * prevention
- * management



PRIORTIZATION



Multi faceted role

- **Teacher**
- **Negotiator**
- **Defender**
- **Consultant**
- **Revenue Enhancer**
- **Advocate**
- **Liaison**
- **Innovator**
- **Learner**
- **Supporter**

MORNINGS

- 7am – 8am
- System VPMA meeting
 - Consultant
 - Facilitator
 - Regulator
 - Learner

- 8am onwards
 - Orientation of New Physicians
 - Rules
 - Process
 - Focus
 - Escalation process
 - Tips and tricks for compliance



Prevention is key!!

FOLLOW UP

- Observation cases approaching 48 hrs
- Inpt PET scans
- Peer to peer
- Escalated Cases
- Outlier cases
 - 15 to 20 days
 - 10 to 15 days



AFTERNOON



Meeting with Departments

ED and Hospitalists

Ancillary depts

EPIC prep and implementation

MID-AFTERNOON

- Floor Rounds
 - UR department
 - Appeals
 - Billing, CDI



- Chart review
- Return phone calls
- Review OR cases (IOP)
- CJR / Watchman/ EPIC Projects
- Physician Phone calls for cases
- Listen, Learn and Educate
- Reports

REFUEL

Learn and Support

Finally Friday
Rac Relief
Payor websites/ updates
Webinars free and paid
Read news articles
Sign up for subscriptions
Browse the net
RAC and Mac
Review and Evaluate



EVENING

- 5:30 pm onwards
 - Special projects
 - Meeting with doctors
 - Build relationships
 - Providing valuable information
 - Listen and Learn



AT THE END

- Everything we do must be
 - Either to decrease Denials
 - Or Denial Management



AT THE END OF DAY

