

Mid-Valley CHC *Continuity Clinics*

UCLA/OLIVE VIEW RESIDENCY PROGRAM, INTERNAL MEDICINE

Welcome to your continuity Internal Medicine Clinic (IMC) at the Mid-Valley Comprehensive Health Center (MVCHC). Our goal is to train you to comprehensively care for patients with a broad range of medical problems in an ambulatory care setting. You will provide initial evaluations for new patients, continuing care for patients with chronic illnesses, as well as episodic care for patients with acute problems.

Clinic Overview

- **Clinic Hours: AM Clinic 8:00 am - 12:00 pm**
PM Clinic 1:10 am - 5:00 pm
(For those coming to MV only for afternoon clinic, attend noon lecture at OV before driving down.)
- **IMC is on the 2nd floor** of MVCHC, located at **7515 Van Nuys Blvd**
(We are the smaller building on the corner of Van Nuys Blvd and Covello St. From OV: take 210 W to 5 S to 405 S. Exit Sherman Way and turn right off the freeway. Turn right onto Saticoy. Enter the parking structure from Saticoy Ave or Van Nuys Blvd)
- **(818) 627-3268 (nursing station), or (818) 627-3221 and (818) 627-3219 (attending rooms)**
Let us know if you are running late. Continuity clinic schedule changes, including missing clinic or requests to leave early, should be done ahead of time through the Chief Residents. Notify attendings at the beginning of clinic of any potential changes for the day.
- **Check-in with attendings upon arrival.** You are assigned to work with a particular attending each session, but feel free to present to the other attending if yours is not available. (Attending assignments posted in the workrooms and at the nursing station)
- **Check the board at the nursing station and huddle with your assigned CMA before starting.** Maintain good communication with your CMA throughout your clinic.
- PGY1: 3-4 patients per session (mostly 4 but lighter during first few months of orientation)
PGY2: 5 patients per session
PGY3: 6 patients per session
**Any re-distribution of patients to medical students or if a resident is falling behind will be done solely at the discretion of the attending. Expect to help out if you have a light clinic.
- Every Tuesday, there is a lunchtime conference in conjunction with UCLA Family Medicine on the 5th Floor conference room with lectures, clinical updates and case presentations. Lunch will be provided on those days. You are strongly encouraged to attend these conferences. **(Currently on hold)**
- **Always check-out with your attending and your CMA before you leave the clinic**
**Clinic notes should be completed on the day of clinic, discuss any issues with your attending

Documentation:

- If you didn't document something, it didn't happen. Make sure all your documentation is clear, accurate and in Powerchart. Do not use abbreviations unless it is commonly recognized by the average clinician. Take advantage of smart phrases instead.
- Note Type (under Documentation)
 - Routine clinic visit (majority of visits): “**Adult Primary Care Outpt Provider Note**”
 - Initial Health Assessment (IHA) or Annual Physical: “**Ambulatory IHA Provider Note**”
 - Phone calls outside of a scheduled clinic visit: “**Phone Message/Call**”
- Title all notes MV IM- to better identify in Powerchart
- **Always** review nursing intake entries (“Adult Amb Quick Intake), including depression/anxiety screening and pain scale
- **Always** review “**ALL**” documents in Powerchart (we have a lot of communication with patients between clinic visit that you can't see if you filter for “Physical Notes”). Records before 11/2/2015 can be found in Clinical Workstation or scanned into Powerchart under the date 11/2/2015.
- **Always** create your problem list for “This Visit”
- **Always** complete your Med Reconciliation (make sure you have 2 green check marks)
- **Always** review the “Health Maintenance” or “Recommendations” tab
- **Always** include clinic f/u and visit charge
Most patients should come back with you in 5, 10 or 15 weeks. If they are to come back with a different resident discuss that with your attending and make clear in order (i.e. f/u with Dr. Smith)
- **Always** notify your CMA that a patient is ready for discharge either with an amb com message or a phone call to x73268
- **Never** start a note or order for a patient not yet vitaled by nursing (“Checked In” and blue)
- All new patient for IHA will need a Staying Healthy Assessment (SHA) form completed and reviewed by their provider. Make sure you print your name, sign and date these yellow forms and give them to your CMA for scanning into Powerchart. Also click “Done Elsewhere” under “Staying Health Assessment” in the Health Maintenance tab

Referrals:

- Referrals to almost all specialists/sub-specialists are handled through eConsult. All eConsults at MV will be initiated by the residents who will be responsible for replying to any further requests by the specialty. Please document the **eConsult ID number** in your note to confirm submission. Close eConsults as appropriate so the dialog can be seen in Powerchart.
- For Diabetes Education: “Amb Com” to CMA
New Onset Diabetes: Health Educator
Glucometer or Insulin Teaching: Nurse Directed Clinic or Pharmacy
**Nutrition Consult through eConsult (Many informational resources on eConsult as well)
- Referrals to the following clinics at MVCHC are done by an “Amb Com” order to CMA:
MV Women’s/Pap/Colpo/EMB clinics
MV Prenatal clinic
MV Musculoskeletal (MSK) clinic
MV Procedure Clinics (include specific details of what you are asking them to do and where)
MV Retinal Camera (Same Day appointments may be available)
Nurse Directed Clinic (give clear parameters for what you are asking them to do, preorder EKG under “Future Order)
- Subspecialty clinic are available at MVCHC. “Amb Com” order to schedule an appointment only if the patient is already established in the clinic and just needs a follow-up appointment. Any patient new to the clinic or not seen for >1 year will need a new referrals through eConsult.
 - Cardiology, Dermatology, Podiatry
 - Ophthalmology or Optometry (MV or OV determined by reviewer)
- **All** new eConsults to Ophthalmology need visual acuity included regardless of the reason.
- HTN Titration Clinic: Order “Amb Provider Nurse Titration –“ followed by medication you want titrated
- Social Work: “Specialty Request for Social Work”
- Out of Network (acupuncture, chiropractic) or DME orders: Send message to “ACN-MVC Service Coordination” pool
- Outside Medical Records Request: Send message to “ACN-MVC HIM” pool
- Reschedule Patients at OV specialty clinics: “OVM - Patient Access – Clerical” pool
- Referrals to Anticoagulation Clinic (ACC) are sent via message through Powerchart Communication to “OVM – Coumadin – ED/UC Urgent Follow Up”

Miscellaneous

- Use **TWO** patient identifiers with every patient interaction whether in person or over the phone (Name, DOB, SSN). You will call patients from the waiting area to bring into your room for the visit. Make sure to confirm you have the correct patient.
- **You must have a chaperone for any sensitive exam (GU, rectal, breast...) even for patients of same gender as examiner.** Ask your patient whether they prefer a male or female chaperone. Document the name of your chaperone in your note.
- Missed or Broken Appointments (BA) will be handled by the attending. Please update the attending with any pertinent information you may have about patient f/u that may have come up during your pre-charting.
- Any changes in patient empanelment will be handled by the attending. Please let them know if you would like a patient empaneled to you.
- EKG, Accucheck, Hemocue, pulse oximetry, plain x-rays, urine dipstick, and urine pregnancy test, rapid strep and bladder scans are the only tests done STAT in the clinic (order these early in the visit and notify your CMA). Make sure you review your STAT results before leaving the clinic. All other tests are sent to OVMC and results would not be available until the next day.
- We have very limited equipment to deal with emergencies. In case of emergency, patients are transported to hospitals by either 911 paramedics or non-emergent transportation. Let your attending know as soon as you realize the patient needs to be transported.
- There is an onsite Urgent Care Clinic. Discuss with attending if this may be appropriate for your patient.
- Review your Powerchart and eConsult inboxes regularly.

Finally, enjoy your time at here and good luck. Let us know if you have any suggestions to improve your experience at Mid-Valley CHC.

Your Mid-Valley Attendings