EOC Hold

There are times when we place a patient on "hold" within the episode of care (EOC) for a variety of reasons. If the hold is intentional, the reports we run need to be able to tell us "don't schedule the patient yet, they're still on hold". Our new EOC Hold feature helps to accomplish this.

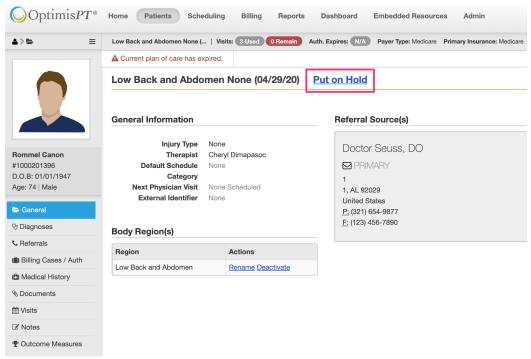
This feature is not intended to put all EOC on hold to reuse an EOC a year from now when the patient returns. This is intended for short holds to remain within the patient's current clinical presentation and progress, but helps ensure that when running daily and weekly reports like the "patients not seen in the last x days", it is obvious that the patient shouldn't be called to schedule until the end of the "hold".

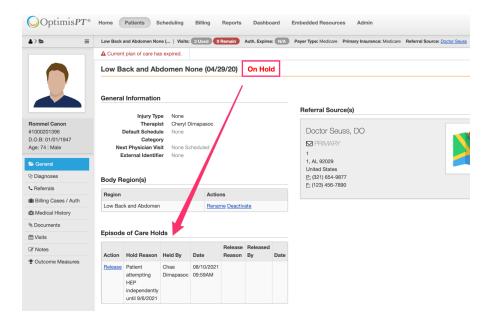
Examples of patient holds:

- -Patient is on vacation for the next month
- -Patient is in the middle of the sport season and you anticipate a potential flare-up
- -Patient will attempt being independent with his/her HEP for the next three weeks

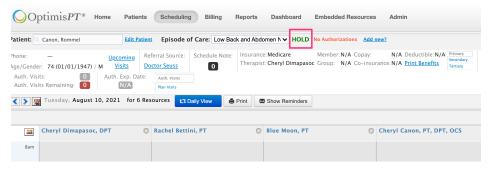
In our example, the patient is going to trial being independent with his/her HEP for the next 4 weeks. I don't want my office to schedule the patient but I want to make sure we contact the patient at the end of the hold to check how they're doing and either schedule another appointment or discharge the patient.

In the patient EOC screen:





If the patient is pulled up on the schedule:



The reports that allow you to see if the patient is on hold:

- Patient Retention
- Patients Not Seen in Last X Days
- Expiring Authorizations

