



**DATE:** November 1, 2018

**TO:** Vail Health Community Providers & Referral Sources

**FROM:** Vail Health Administration

**SUBJECT: Orders for Outpatient Tests and Services – Effective 11/10/18**

---

Dear Community Providers and Vail Health Referral Sources,

Our continued mission is to provide superior health services with compassion and exceptional outcomes. Ensuring our patient's medical records are compliant with regulatory agencies will reduce patient safety risks, will increase continuity of care and will ensure we continue our journey to remain an independent health system.

As part of our Cerner Revenue Cycle Management (RCM) electronic health record upgrade, there will be changes to the documentation requirements for the outpatient tests and services we provide to our patients and yours.

Effective, **November 10, 2018**, we will no longer be able to accept orders for outpatient tests or services that do not contain all required elements. If a patient presents to a Vail Health location with an order that is missing elements, we will do our best to reach out to your office for the missing information; however, if we cannot obtain a new order with all required elements, we will not be able to provide the ordered test or service until a valid order is provided.

CMS outlines specific required elements for orders for all outpatient services, which include the following:

- Reason for ordering the test or service (diagnosis code & description, signs or symptoms)
- Test or service ordered
- Ordering practitioner's name
- Ordering practitioner's signature, including date and time signed
- Patient complete name
- Patient date of birth

We want to thank you for your continued support of Vail Health Hospital and our outpatient locations and services. Vail Health continues to strive to remain a community focused, independent health system and appreciate your assistance toward this goal.

If you have questions about the new order requirements, please contact Lisa Herota, Director, Health Information Management / Medical Records Director at 970-479-7247.