

Transitions of Care

Inpatient Notification and Discharge Information Best Practices

We recently shared components of the [Transitions of Care](#) (TRC) Healthcare Effectiveness Data and Information Set (HEDIS®) quality care measure. As we continue to work towards achieving excellence in patient care and supporting the TRC HEDIS measure, we would like to emphasize the best practices for each area below:



Notification of Inpatient Admissions: Timeliness Matters

- Document receipt in the electronic medical record (EMR) within **three days**.
Note: This must be documented in the EMR/outpatient medical record to meet the HEDIS measure.
- Include a time stamp in the EMR.
- Document who the message or phone call was from when receiving the notification of the inpatient admission.
- Record how the notification was received (e.g., phone call, email, fax, electronic)



Receipt of Discharge Information: Essential Documentation Matters

- Document receipt of discharge notification on the day of discharge, and up to **two days** after (**three days total**) in the outpatient medical record
- Include the following in the documentation:
 - Name of practitioner responsible for inpatient care
 - Procedures provided during the inpatient stay
 - Diagnoses at discharge
 - Medication list
 - Test results
 - Post-discharge instructions

By ensuring these processes are fully completed, we can improve health outcomes, reduce hospital readmissions, and enhance overall care for your patients, our members.

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