Section 20: Kaiser Hospice
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Contacting a Kaiser MD for Kaiser Hospice

This is the process to follow when trying to connect with the Kaiser physician during regular business hours for hospice patients:

**During regular business hours (M-F 8a – 5p)**

Call 303-338-4545 and follow the prompts with the patient’s Kaiser ID number. This will direct you to the appropriate clinic. You will need to ask to be transferred to the nurse for the specific attending you are trying to reach.

If this does not work you can call the clinic number listed in our contact database for the specific MD. This is typically a direct back line to the clinic.

**During “off hours” (evenings after 5p or weekends) or if you are unable to reach anyone using above during business hours:**

Call the Kaiser STAT line, 303-344-STAT, and speak directly to an MD. This will be an on-call MD. Sometimes during normal business hours the STAT line can connect you directly to the clinic.

If the STAT line MD is uncomfortable with giving a hospice appropriate order (such as a high dose of pain medication, etc.) you may suggest that we defer to our hospice Medical Director for the order.

**Other Helpful information in regards to communicating with Kaiser MD’s:**

If you reach the personal voice mail for a physician, a routine patient update or non-urgent message can be left there. However, if the need is urgent (new orders, med changes, lab values, etc.) follow steps above to reach a physician. DO NOT leave a message that needs a timely response on a personal voice mail as it may not be accessed daily if the MD is employed part-time.

The Chronic and Senior Care Coordinators for hospice patients are requesting not to be called unless they specifically ask to be involved with a particular patient and have given their name and number – however....

Please call the Chronic and/or Senior Care Coordinator with a patient report/summary if a patient is discharged (alive) from hospice and to return back to the Kaiser PCP for continuation of care.

**Reporting Kaiser Communication Issues:**

If you are having problems with a particular Kaiser Clinic (long hold times, no response, etc.) please email Laura Watt, Kaiser Liaison with The Denver Hospice. She will follow up with Kaiser:

Laura Watt, RN, BSN, CHPN  
720-209-3523  
lwatt@care4denver.org
Medications & Kaiser Hospice Patients

Facility Based Hospice Patients:

1. All non-hospice medications will continue to be dispensed by the Kaiser Long Term Care pharmacy (coordinated by facility).

2. Hospice medications are obtained from the institutional pharmacy, which coordinates billing with Preferred Rx and The Denver Hospice.

3. On the day of admission, discontinue all hospice covered medications from Kaiser’s pharmacy. Obtain confirmation that these medications will no longer be delivered/refilled by Kaiser.

4. On the day of admission, create a telephone or fax order to the institutional pharmacy to initiate orders for a 15-day supply of all hospice covered medications. Obtain physician signature for all controlled substances.

5. Notify and coordinate with the Charge RN at facility to what medications will now be hospice covered and what medications they will need to continue to order as they normally would (non-hospice covered).

Home Based Hospice Patients:

1. All non-hospice covered medications will need to be refilled by the Kaiser pharmacy. Patients can have family members handle this or can opt for Kaiser’s mail order pharmacy.

2. All hospice covered medications are dispensed through QualMed by following the routine process for ordering medications.
CNA Requests for Kaiser Hospice Patients

Follow the regular protocol for ordering CNA’s for hospice patients

1. Email the COA’s at clinicalopsassistant@care4denver.org
2. Provide patient name, number, and zip code
3. Specify frequency of request (i.e. 2x per week)
4. Provide information on the patient’s living situation (animals, lives alone, etc.)
5. Be sure that a Home Health CNA Plan of Care is in the home and signed by the patient or patient representative

Therapy Requests for Kaiser Hospice Patients

1. Follow the regular protocol for ordering therapy for hospice patients
2. Email therapy request to team Clinical Manager
3. Provide the specific purpose / goals for therapy
4. Provide ordering MD information
5. The Clinical Manager will review the request, complete the appropriate form, and submit the request to the COA’s who then request therapy from appropriate agency

Lab orders for Kaiser Hospice Patients

See addendum for lab locations and hours

Routine Lab orders:

1. PCN gets orders from physician and forwards request to Clinical Ops Assistant (COA)
2. COA faxes lab request to TRIPS (Kaiser’s mobile phlebotomist)
3. COA logs confirmation
4. COA enters lab order into Homeworks (Outside Service Orders)
5. PCN responsible for following up on results and documenting in Roadnotes

Stat Lab orders:

1. PCN gets order from physician
2. PCN draws appropriate labs and labels all tubes
3. Labs must be dropped off at a Kaiser Clinic Lab during normal business hours (M-F 8a-5p) accompanied by a Kaiser Lab requisition form
4. Evenings and weekend STAT labs will be dropped off at any open Kaiser Clinic lab or at Exempla St Joseph’s hospital main lab along with a Kaiser Lab requisition form.
5. PCN responsible for following up on results and documenting in Roadnotes