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## Management of Intake Non-Participation (NP) and Incomplete Discharge (ID) Episodes

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A **Complete Episode** in FOTO requires the completion of:

1. the **Intake Assessment** captured on the patient's first date of service,
2. a minimum of one **Status Assessment** captured on or as close as possible to the patient's last date of service, and
3. the **Staff Discharge**.

*Note: Regular Status Assessments captured throughout the episode and again on the last date of service are recommended by FOTO to maximize benefit of functional status monitoring. If using FOTO to capture Functional Limitation Reporting Codes/Modifiers, the Status is needed a minimum of every 10th visit and on the last date of service.*

An **Incomplete Episode** occurs when, for any reason, **an Intake or a Status was not completed** by the patient. Follow these standards when closing incomplete episodes:

- If the Intake is not completed, an Intake Non-Participation reason is to be provided.
- If a completed Intake is present, but a Status was not completed by the time of discharge, a Status Incomplete Discharge is to be provided.

The Non-Participating Intake or Status Incomplete Discharge reason selection will document the non-participation or incompleteness reason in the episode and close the episode for management purposes.

Just as with Complete Episodes, Incomplete Episodes require the entry of last visit date and number of visits. This includes episodes with as few as 1 visit.

*A note about 1x Visits:* An Intake Assessment is appropriate for 1x visit referrals. The Intake FS Assessment is a part of the initial evaluation even if it is known at the time of the referral that service is requested for a 1x/only visit. For instance, the Intake FS information may identify limitations and/or restrictions that perhaps may result in a referral for more intensive services. When a patient is referred for a 1x visit, the patient will complete the Intake and the staff will discharge (or close) the episode using the Staff Discharge screen to indicate the reason for the 1x visit.

The following outlines the criteria for selecting and documenting an Intake Non-Participation or Status Incomplete Discharge reason.

## Intake NON-PARTICIPATION (NP):

**If you were unable to complete an Intake Assessment with the patient on the first date of service, an Intake NP reason is to be entered.**

The reason for the NP will be logged in the account and the episode will automatically be removed from the Open Episode List. The Intake NP reason is entered by selecting the NP button in the Close column of the Open Episode List or Clinician Activity List.

### In Open Episodes Screen:

Open Episodes

Search:

Id	Patient	Clinician	Condition	Info	Setup	Intake	Status	Close
four1	four, sample	gtherapist	Shoulder	Intake Incomplete	01/10/13			NP

Showing 1 to 10 of 24 entries  
◀ Previous Next ▶

Episode has been set up in preparation for Intake collection but the Intake cannot be captured.

Click on the NP button to enter the Intake Non-Participation

### In Clinician Activity Screen:

Clinician Activity

Previous 12 Months | 9/3/2013 - 9/3/2014

clinician, clinician [clinicians] Statistics

Show	Episode State	Count
<input checked="" type="checkbox"/>	Setup only	1
<input type="checkbox"/>	Intake only, need status	10
<input type="checkbox"/>	Incomplete Discharge	0
<input type="checkbox"/>	Need Staff Discharge	6
<input type="checkbox"/>	Complete Episodes	3
<input type="checkbox"/>	Non-Participation (NP) reason specified	0
	Total	20

Search:

Patient ID	Patient	Body Part	Payer Source	Insurance	Site	Start	Intake	Status	Staff Discharge	Discharge Entered	Visits	Days Between Status & DC	NP
ABCtest	TESt, ABC	Shoulder	Medicare B		FOTOCO	09/03/2014							NP

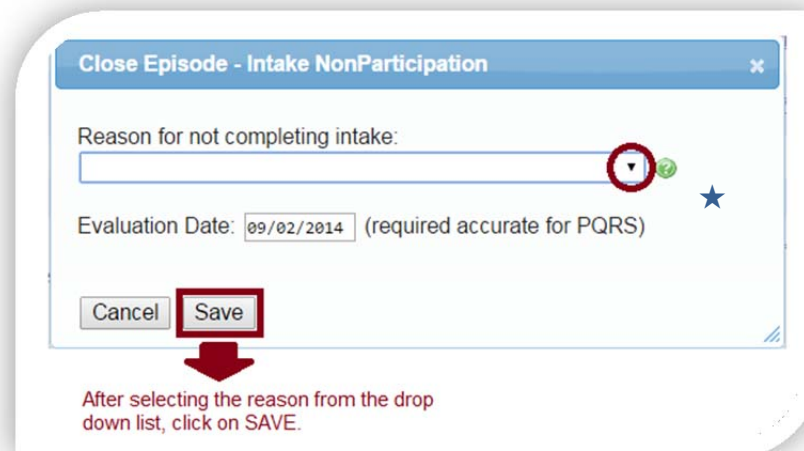
Showing 1 to 1 of 1 entries (filtered from 3 total entries)  
◀ Previous Next ▶

Export

An NP Screen will open with a drop down to select the NP reason.

★ The date defaults to the set-up date. If your patient attended for the evaluation but an Intake was not captured, please enter the evaluation date in this field. This is particularly important if you are participating in the FOTO PQRS Data Registry to finalize validations.

**Once an Intake is captured, the NP button will no longer be available for selection: only the Close button is available to Close the episode of care.**



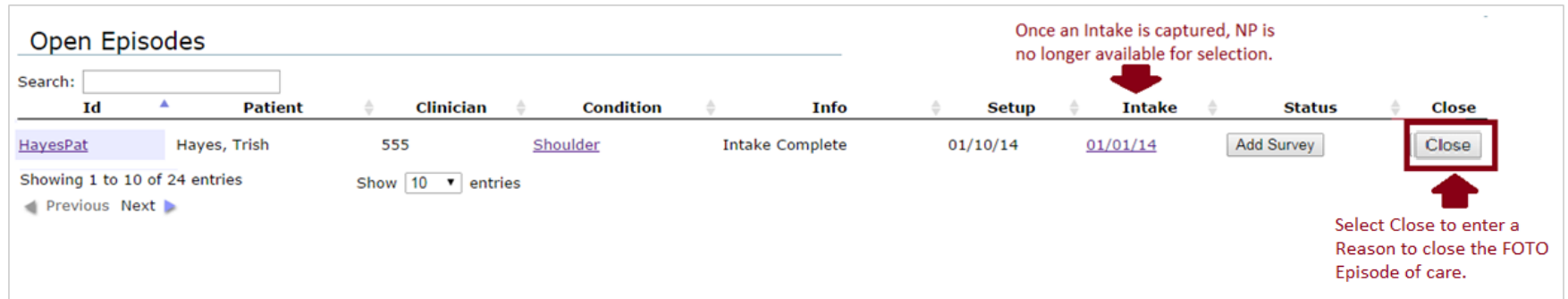
Select the appropriate Intake NP reason using the criteria as follows:

Intake Non-Participation (NP) Reason	Criteria
Cognitive Deficit/Dysphasia: No recorder or proxy  Vision/Reading/Language Barrier: No recorder or proxy	Recorder or proxy completion of the Intake/Status surveys are acceptable.  A <b>RECORDER</b> is someone who records all answers provided by the patient who can respond verbally and reliably. The Recorder must NOT influence the responses or answer on behalf of the patient.  <b>PROXY</b> is someone who answers all questions on behalf of the patient. The proxy determines the content of the answer upon their perception of the patient’s abilities. A proxy is used when a patient cannot give accurate answers about their health or cannot answer reliably.  If no proxy or recorder are available to complete the initial survey assessment, use the No Recorder or No Proxy NP to document the inability to capture outcome information.
Patient did not present for evaluation	Patient set-up in FOTO; however, patient did not follow through with referral and did not attend the evaluation visit. No evaluation completed.
Refused	Should only be used if the patient refuses to complete Intake Assessment.
Incorrect Set-Up: Wrong Body Part	Prior to Intake completion it is identified that the wrong body part /impairment was selected. ❶
Excluded Conditions	Practice imposed restriction ❷
Staff did not capture	Limit use: implies staff did not capture Intake Assessment for Episode

## Status Incomplete Discharge (ID)

If, for any reason, a **Status Survey has not been captured during the episode of care, the reason for not capturing a Status is to be provided** in order to Close the episode. Closure is initiated in the Open Episode or Clinician Activity navigation links as follows.

### In Open Episode Screen:



Open Episodes

Search:

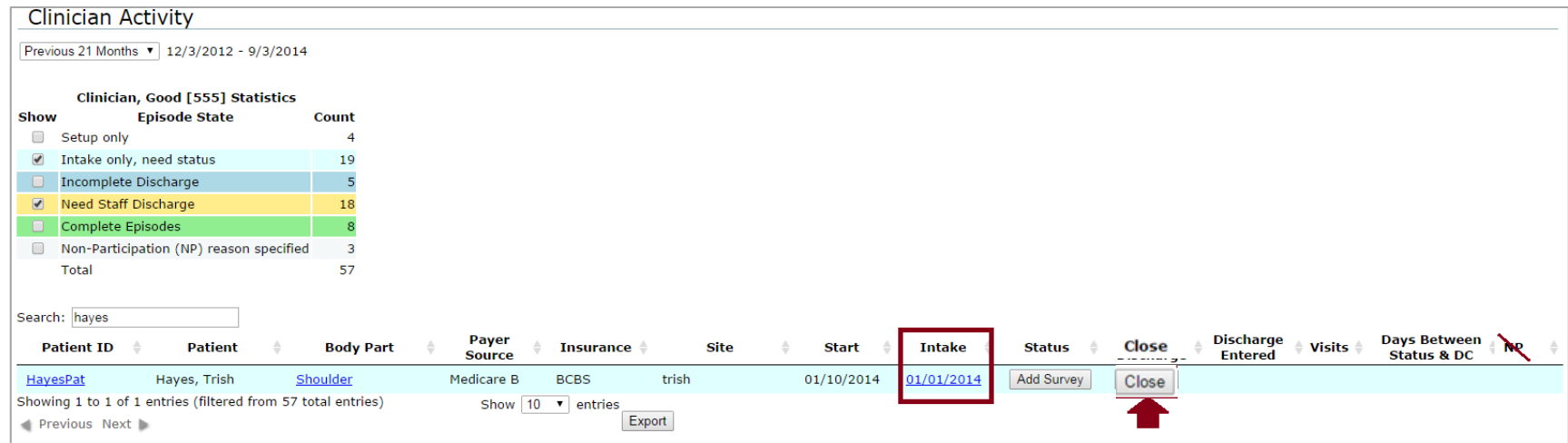
Id	Patient	Clinician	Condition	Info	Setup	Intake	Status	Close
HayesPat	Hayes, Trish	555	Shoulder	Intake Complete	01/10/14	01/01/14	Add Survey	Close

Showing 1 to 10 of 24 entries  
Show 10 entries  
Previous Next

Once an Intake is captured, NP is no longer available for selection.

Select Close to enter a Reason to close the FOTO Episode of care.

### In Clinician Activity Screen:



Clinician Activity

Previous 21 Months | 12/3/2012 - 9/3/2014

Clinician, Good [555] Statistics

Show	Episode State	Count
<input type="checkbox"/>	Setup only	4
<input checked="" type="checkbox"/>	Intake only, need status	19
<input type="checkbox"/>	Incomplete Discharge	5
<input checked="" type="checkbox"/>	Need Staff Discharge	18
<input type="checkbox"/>	Complete Episodes	8
<input type="checkbox"/>	Non-Participation (NP) reason specified	3
Total		57

Search: hayes

Patient ID	Patient	Body Part	Payer Source	Insurance	Site	Start	Intake	Status	Close	Discharge Entered	Visits	Days Between Status & DC	NP
HayesPat	Hayes, Trish	Shoulder	Medicare B	BCBS	trish	01/10/2014	01/01/2014	Add Survey	Close				

Showing 1 to 1 of 1 entries (filtered from 57 total entries)  
Show 10 entries  
Previous Next  
Export

After selecting **CLOSE**, a screen will open for completion.

Click the down arrow to open the table of reasons that a Status has not been captured.

**If the reason relates to a 1x Visit Only OR one of the "Other" reasons for not obtaining a Status during the episode, select the appropriate reason from the drop down and click the Continue.**

Close Episode - No Status Reason

No Status Reason:

Cancel Continue

Close Episode - No Status Reason

No Status Reason:

Self-Discharged: Patient Defers treatment

Cancel Continue

- 1X Visit Only**
  - Treatment not indicated
  - Referred to another facility
  - Home program only
  - Wheelchair eval/pressure mapping only
  - Splinting/TENS only/Orthotics
  - WC Assessment/FCE Only
  - Consult Only
- Other No Status**
  - Proxy / Recorder not Available
  - Scheduled for Surgery
  - Patient Hospitalized
  - Patient returned to MD for further diagnostics/testing
  - Physician requests care discontinuation
  - Insurance requests care discontinuation
  - Self-Discharged: Reason Unknown
  - Self-Discharged: Patient Defers treatment
  - Self-Discharged: Transportation/ family /work issues
  - Self-Discharged: Financial/copay reasons
  - Refused
  - Staff did not capture a Status during episode
  - Deceased
- Intake Exceptions**
  - Incorrect Set-Up - Wrong Body Part
  - Intake completed by email but did not attend therapy

**Patient Discharge**

**Episode Information**

Patient ID: hayes310      Care Type: Orthopedic  
Name: Hayes, Patricia      Body Part: Shoulder  
Clinician: tsh      Impairment: Muscle, Tendon + Soft Tissue Disorders  
Initial Visit: 3/23/2015      No Status Reason: Self-Discharged: Patient Defers treatment

**Interruption Days**  
Interruption Days:

**Date of Last Visit**  
Last Visit: 06/12/2015 MM/DD/YYYY

**Patient Visits**  
OT Visits:   
OT Hours:   
PT Visits: 3  
PT Hours:   
ST Visits:   
ST Hours:   
RT Visits:   
RT Hours:   
RN Visits:   
RN Hours:   
Other Visits:   
Other Hours:   
Total Visits: 3  
Total Hours:

**Clinician Comments**  
Clinician Comments:

Discharge

The System will then open the Staff Discharge Screen for completion. *(The System will automatically log the reason selected in the No Status Reason field in screen).*

Complete this screen and click on Discharge to close the episode.

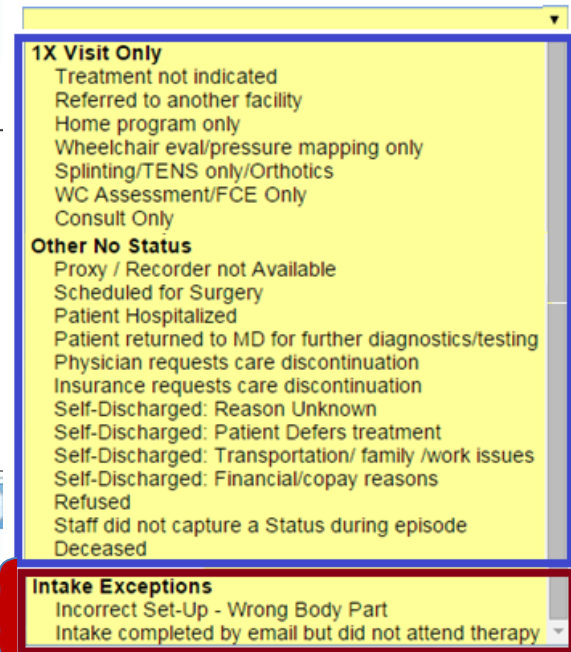
**If the reason relates to an Intake Exception Reason,** select the appropriate reason from the drop down and click the Continue.



Close Episode - No Status Reason

No Status Reason:

Cancel Continue



1X Visit Only

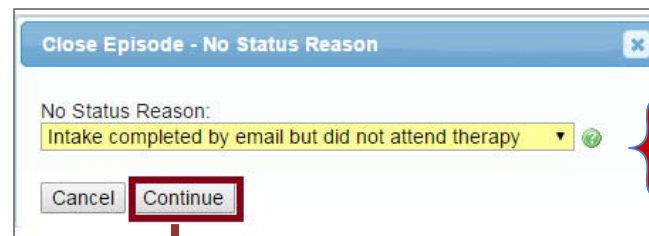
- Treatment not indicated
- Referred to another facility
- Home program only
- Wheelchair eval/pressure mapping only
- Splinting/TENS only/Orthotics
- WC Assessment/FCE Only
- Consult Only

Other No Status

- Proxy / Recorder not Available
- Scheduled for Surgery
- Patient Hospitalized
- Patient returned to MD for further diagnostics/testing
- Physician requests care discontinuation
- Insurance requests care discontinuation
- Self-Discharged: Reason Unknown
- Self-Discharged: Patient Defers treatment
- Self-Discharged: Transportation/ family /work issues
- Self-Discharged: Financial/copy reasons
- Refused
- Staff did not capture a Status during episode
- Deceased

Intake Exceptions

- Incorrect Set-Up - Wrong Body Part
- Intake completed by email but did not attend therapy



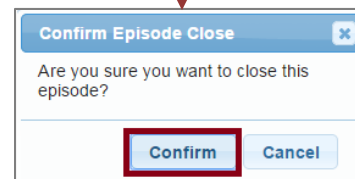
Close Episode - No Status Reason

No Status Reason:

Intake completed by email but did not attend therapy

Cancel Continue

Confirm this closure in the next window that appears.



Confirm Episode Close

Are you sure you want to close this episode?

Confirm Cancel

**NOTE: The episode will:**

- Be closed and removed from the Open Episode List
- The reason will be logged in the episode detail screen
- The reason will appear on the Closed Episode Table, Report Portal, etc.
- **The episode will be considered Non-Participating** (it will NOT be considered an Incomplete Discharged episode).

The following Status Incomplete Episode reasons may be used.

1/x Only Visit Episodes Reason	Criteria
Treatment not indicated	When an Intake Assessment <u>ONLY</u> has been captured but it is <b>immediately identified</b> that continued care is not indicated, refused, patient referred to another service provider, etc., use the appropriate selection from this section to enter an incomplete episode reason.
Referred to another facility	
Home program only	
Wheelchair evaluation/pressure mapping only	
Splinting/TENS only/Orthotics	
WC Assessment/FCE Only	
Consult Only	
Status Incomplete Discharge Reasons	Criteria
Proxy / Recorder not Available	Intake Assessment completed by proxy recorder; however, proxy or recorder were not available to complete the Status Assessment
Scheduled for Surgery	<b>Prior to conclusion of treatment episode, an unexpected surgery was performed. For patients who are referred for pre-op treatment, the Intake and status assessment(s) and staff discharge are required.</b> Patients returning for care post-surgery require a new Intake. ②
Patient Hospitalized	<b>Prior to conclusion of treatment episode, patient is hospitalized unexpectedly:</b> Patient will require new Intake episode if they return for care post release. ②
Patient returned to MD for further diagnostics/testing	Patient did not return to clinic for status update ②
Physician requests care discontinuation	Clinician recommends continued care but physician requests discharge
Insurance requests care discontinuation	Clinician recommends continued care but Insurance requests discharge (does not authorize additional visits)
Self-Discharged: Reason Unknown	Intake completed & treatment initiated; however, patient self-discharged (did not return for completion of care). ②
Self-Discharged: Patient Defers treatment	Intake completed but patient indicates they are not interested in pursuing further care.
Self-Discharged: Transportation/ family /work issues	Intake completed but transportation/family/work issues prohibit continuation of care.
Self-Discharged: Financial/copay reasons	Intake completed but patient unable to continue treatment due to financial/co-pay reasons.

Refused	Should only be used if the patient refuses to complete Status Assessment
Staff did not capture a Status during episode	For example, staff forgot or ran out of time.
Deceased	
Intake Exceptions	Criteria
Incorrect Set-Up - Wrong Body Part	If it is not identified that the incorrect body part / impairment was set-up for the patient and an intake was completed, use the Status Incomplete Episode Reason as part of the Staff Discharge process to document the 1x episode intake as incorrect and then a correct episode can be established for completion.
Intake Completed by Email: Patient did not attend for evaluation.	When an intake is emailed to a patient and it is completed but the patient never presents for the evaluation, this reason can be selected to close out the incomplete episode of care as Non-Participating.

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### Footnotes:

**❶ Incorrect body part/impairment.** If it is identified before the Intake is captured that a wrong body part / impairment is set up for a patient, the wrong body part episode can be removed with an Intake NP and the correct episode can be set up for completion. If it is not identified that the incorrect body part / impairment was set-up for the patient and an intake was completed, use the Status Incomplete Episode Reason as part of the Staff Discharge process to document the 1x episode intake as incorrect and then a correct episode can be established for completion.

**❷ To avoid missed Status opportunities, consider capturing Status Assessments:**

- A standard # of visits throughout the episode (i.e.: every 4th or 6th visit) ***and*** on last date of service
- When the patient is returning to the MD
- Any visit when the clinician identifies significant change in physical activity status or achievement toward treatment goals
- At time of re-evaluation or when Plan of Care is revised
- Any time when the clinician suspects the patient may not return for continued care

**❸ Exclusion Criteria.** Your practice may internally set exclusion criteria and, if so, this Intake NP may be used. A mandatory text field is required to describe the condition exclusion.



? When selecting an NP or Incomplete Discharge reason, you can access the full list of reasons & criteria by clicking on this question mark icon.

Flowchart Illustration

