

tip sheet

Post Acute Search - Best Practices

The Post Acute Search feature allows search capability based on location, skill type, diagnosis, service needs, outside your local healthcare network. It is especially useful when also searching for specialized facilities offering specific skills or services. ProviderLink's database will allow you to search by category: skill/diagnosis/need, by city, state, miles away from a location, etc. to fill the placement request.

To successfully utilize the new Post Acute search feature, you will need to inactivate any Skilled Nursing Facilities with your fax-only search list.

■ Inactivate Skilled Nursing Facilities

1. Login to ProviderLink.
2. Choose the appropriate Work List View (e.g., Bluecard or PFS), and click *Submit* to go to the Main Window screen.
3. From the Main Window screen, on the menu bar, click *Lookup > Facility*.
4. Select *Skilled Facility* in the facility type drop-down list, and click *Search*.
5. Find the facilities that have *Fax* in the Access column.
6. Click on the *name* of the facility in the list to open the profile.
7. Click on the *contact name* to open the contact information.
8. Uncheck the *checkbox* next to Active, and then click *Save*.
9. Repeat this for each of the fax-only skilled nursing facilities.

This will inactivate this fax contact from search lists allowing your users to only access and search within the ProviderLink maintained list when you send out messages. ProviderLink manages the Post Acute contact database monthly so that you will always access the most current contact information.

To get the most from this new feature, you can use distribution lists. You will find this new Post Acute facility search tab located next to your current facility search tab, when sending a message. Your facility administrators can set up distribution lists containing skilled facilities by skill/diagnosis need by city, state, miles away from a location, and save this list so your facility can utilize it again. (e.g., you could set up a distribution list that includes a list of skilled facilities specializing in trachs within 30 miles of your facility.) This distribution list then would be available for any user at your facility to use next time it is needed. You can manually search from the Post Acute tab any time you have a brand new request. This feature is also helpful if you had a patient that needed an out-of -state referral to a skilled facility. The Post Acute search database includes fax contacts for skilled nursing facilities across the entire US.

ProviderLink is working with Billians HEALTHData to provide these fax contacts. If you know of a skilled nursing facility that is not in the database, you can direct them to the ProviderLink website at www.providerlink.com to complete the *Nursing Home Survey* and add their contact information.

If you have questions or need technical support, please contact our help desk at 866-373-0878.