Clinical Communications & Documents

Quick Links:

- Email Contacts
- Teams & Channels
- Landmark Pharmacy Contact
- Administrative Process Manual Documents
- Software Tutorials

Training Tip:

Please review the Communication & Etiquette Policies section of the Administrative Process Manual to review the expected format of your emails and messages in more detail.

Training Tip:

Leadership is currently reviewing Teams processes and guidance for what should be posted into each of these Teams and sub-channels. More information will be forthcoming.

Training Tip:

Avoid having long conversations in Teams channels. If a lengthy discussion is necessary, please start a side chat instead.

Email Contacts

At this time, both Landmark and Optum domain emails are used by the organization. Please refer to the Primary Contacts section of the Administrative Process Manual for any email addresses of our Leadership Team.

Attention – Check Communications Between Calls
APCs and RNs will check Outlook communications, manage triage requests sent via Outlook, and respond to emails whenever they are not in a call or on a break.

Primary Mailboxes

Email:	Description:
lm1followup@optum.com	Send triage requests to this inbox if you need LM1 to follow up after business hours on a weekend or holiday. • DO NOT send any URGENT / EMERGENT triage requests to this box. Please escalate via phone call if needed.
LMPhoto@optum.com	This is to be used when images need to be reviewed. • Can only be accessed if you have a Landmark email address • If you do not have access, will need to post in LM1Full teams page, tag an APC or PCC lead and ask that they forward the email to you. Any images received via this email address should be uploaded in the patient chart.
lm1uehandoff@optum.com	To be used to handoff UEUV reports to the dispatch team so they may assign oversight to an LM1 APC • CC the UE performing the visit • Send handoff AFTER posting to the appropriate market UV Teams page.
hbmc_landmarkcoding@optum.com	Landmark First Contact for Coder Query Questions or to Recall an Encounter

Email Groups:

Email Group:	Description:
LM1 Market Triage Emails	DO NOT send any URGENT / EMERGENT triage requests to this box. Instead, escalate via phone call if needed. • If you receive a non-urgent triage email that was sent to the wrong box and you are not licensed in that market, forward the message to the correct triage mailbox
Local Outreach Emails	Send emails to Local Outreach mailboxes when: • When a patient is calling to reschedule or cancel their IV1. • When a potential patient or caller inquires about enrollment in Landmark.
Patient Care Teams	To be used when urgent follow up is needed. • If sending an email to care team, CC in the market's call center also. • Helps to ensure that the appropriate individuals overseeing the patient's care actually get the message. DO NOT email the patient's care team for non-urgent matters. • Urgent matters are those that need same day follow-up and cannot wait for next business day. The Call Center Notes Report is pulled every morning by the local market teams who then identify instances where follow-up is needed. • They will also reference the Ubiquity note for additional details. Only send emails to the care team for urgent matters that need same-day follow-up or for sensitive content that is not appropriate to be included in the patient's medical record. If there is a prolonged outage of the call center note report (CCNR), our National VP may send a notification with instructions to email patients' Care Teams.
On-Call Provider Emails	To be sent once warm handoff has been completed. Include the patient's name, ID, caller's phone number and visit address in the body of your email.

Market Mailboxes:

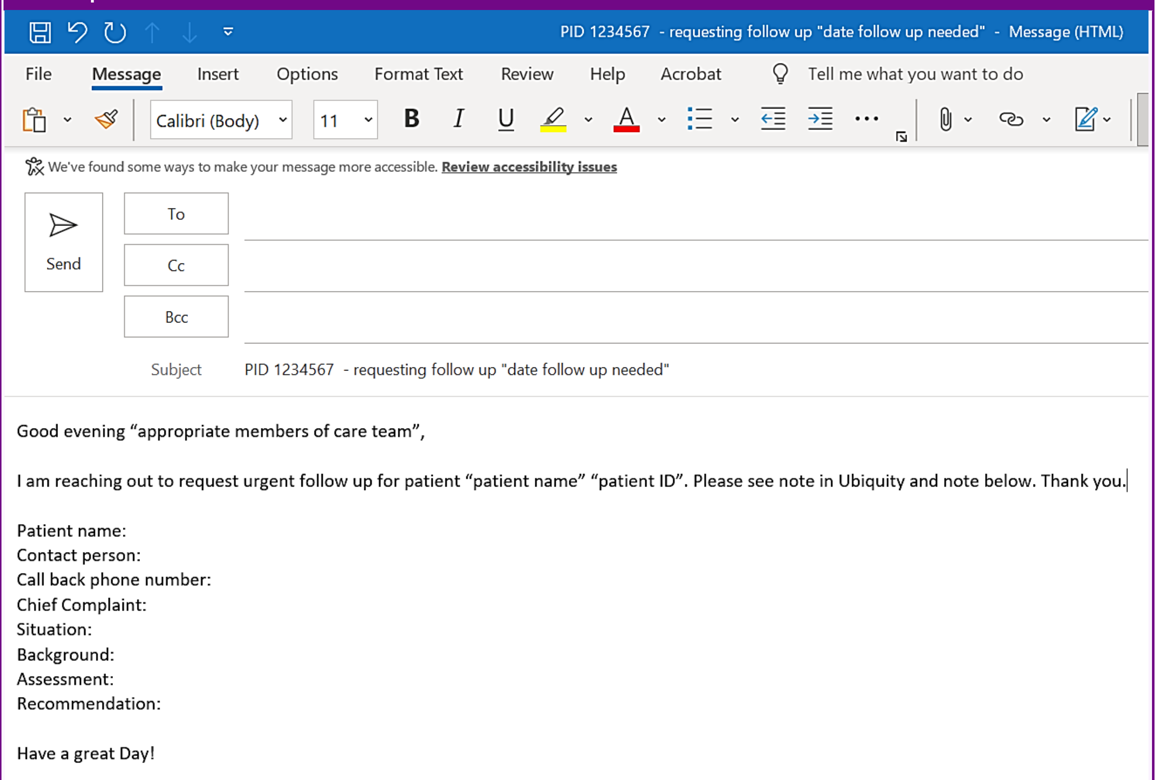
The following mailboxes are market-specific and are located in the Markets Summary as part of the Administrative Process Manual:

- Call Center (Market) Mailboxes
- Triage Mailboxes
- Local Outreach Mailboxes

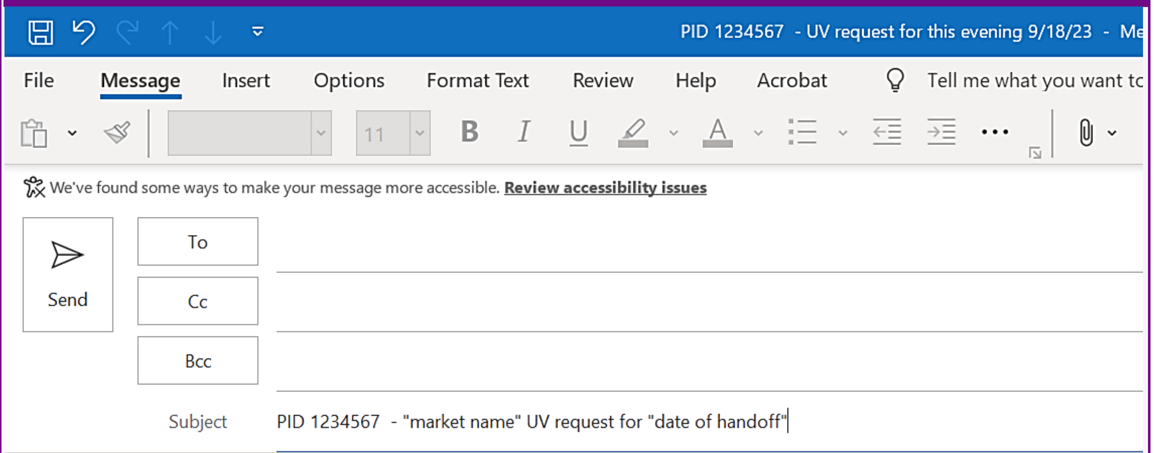
Link – Markets Summary
https://landmarkhealth.sharepoint.com/:b:/r/sites/KnowledgeBase/Landmark%20First/New%20Storage%20Structure/Market%20Summaries%20%26%20Profiles/Markets%20Summary.pdf?csf=1&web=1&e=xlFYmF

Email Examples:

Example – Email to Care Team



Example – Email On-Call Provider



Good evening "on call providers name",

Thank you for agreeing to manage patient "patient's name" PID 1234567. Below is the information we discussed in our call.

Patient name:
Patient Visit Address:
Contact person:
Call back phone number:
Chief Complaint
Situation:
Background:
Assessment:
Recommendation:

Have a great Day!

Attention – Proofread Your Emails

When sending an email be sure to verify you have the correct email address and are sending it to the correct party. If you send patient information to the wrong party, you are at risk for being out of compliance with HIPAA.

Teams & Channels

Teams is the primary source of internal communication within Landmark First and LM1-to-market contact:

- Teams is also used for UV requests during business hours and UEUV requests whenever scheduled.
- Teams communications are primarily chat-based. If someone in the market needs to be contact, the Genesys application should be used, NOT the Teams "Call" feature.
- The "Calendar" feature will be used to manage your time or schedule meetings with co-workers. Any meeting invites that are accepted in Outlook will automatically appear in your Teams calendar.
- Whenever possible, avoid creating new posts within a Team's "General" channel and, instead, create new posts within the specific channel that relates best to the conversation and intended audience.

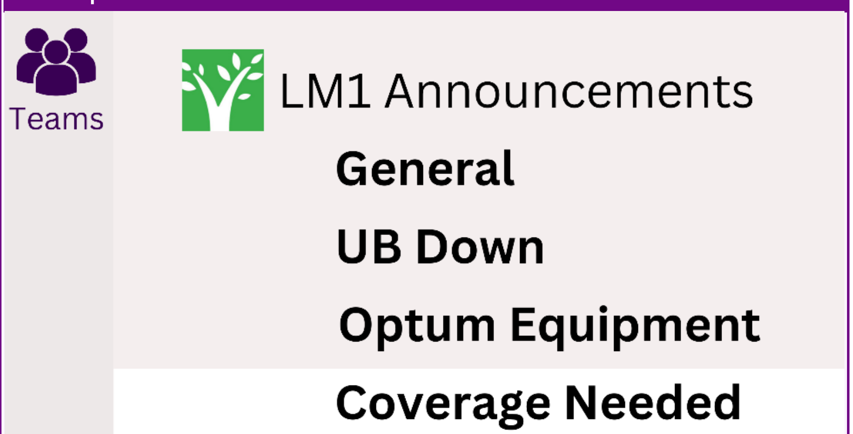
Defining Teams & Channels

Team: A broad group of people organized within the Microsoft Teams application

Channel: A subgroup of a Team where fewer people participate in focused activities or goals.

See the example below for detail.

Example – Teams & Channels



In this example, "LM1 Announcements" is a Team and subcategories such as "Coverage Needed" are channels within that team where focused conversations can take place.

**Note: LM1 Announcements is not a real Team.*

Training Tip:

Know Your Audience:

We all receive several messages a day. Before posting a message in Teams, consider who needs to see the information in order to perform their roles within the organization.

Teams & Channels Used By Landmark First:

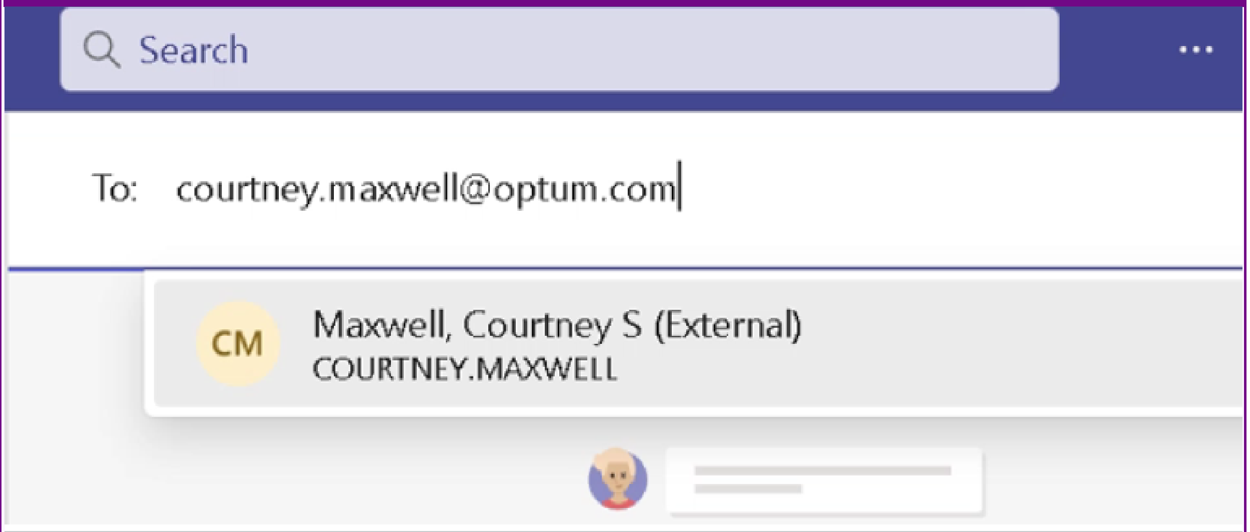
Team / Channel Name:	Description:
LM1 FULL (APPS and PCCS) *Team*	A Team used for communication with all LM1 administrative and clinical staff (APCs & PCCs). • Use the “NEW Important Announcements and Messages” channel as primary communication. • Use the “NEW Kudos” channel to congratulate or thank your co-workers for above and beyond performance.
LM1 APCs *Team*	A Team that is used by clinical staff ONLY. • Use the “LM1 APC (Includes Optum)” channel to communicate with all LM1 clinicians. • Use the “NEW Escalations Channel (with Optum)” to report escalated patient concerns.
LM1 PCCs *Team*	A Team used for administrative discussions between Patient Care Coordinators (PCCs).
Reference Documents *Team + Channel*	The primary resource of Landmark First education & reference material including policies, training manuals, and market information.
Market UV Listings *Multiple Teams & Channels*	Use these Teams and their associated “UV” channels to request Market Provider evaluation and visit requests.

Attention – Respond to Teams Communications
APCs and RNs will check Teams communications and respond to any chats or posts whenever they are not in a call or on a break throughout the entirety of their shift.

Optum / Landmark Teams Communication:

If logged into your system with a Landmark account, Optum contacts will appear as "External" in Teams. If you need to chat with an Optum co-worker, please type their full email into the chat header and select the "(External)" option from the provided list:

Example – Teams & Channels



**Note: Some results will only appear once the full email address has been typed in.*

Landmark Pharmacy Contact

Each market has a pharmacist who can assist with medication reviews as it relates to interactions, cost, and dosing. They are available to answer questions regarding renal dosing as well as coumadin recommendations. They are responsible for prevention, detection, and resolution of medication-related problems.

Each market pharmacy operates within local business hours.
(usually 8:30 AM – 5:00 PM, local time)

Urgent Pharmacy Questions:

Name:	Email:
Urgent Pharmacy Email	HBMCClinicalPharmacists@ds.uhc.com

If a market does not have a pharmacist, this email can be used. It is monitored between Monday and Friday from 8:30 AM -6:00 PM EST. Otherwise, send questions to the On-Call Provider.

Administrative Process Manual Documents

Name:	Link:
Administrative Process Manual Portal	Open Portal
Company Policies *(Attendance, Holiday, PTO, etc..)*	View Document
Landmark First Organization Insights *(Organizational Chart, Primary Contacts, Role Summaries)*	View Document
Markets Summary *(Addresses, Office Numbers, Emails, Time Zones, Skills)*	View Document
The Call Flow Transfer Process *(Administrative Call Flows, NENA & 911 Contact, etc…)*	View Document
Administrative Workflows *(Managing Appointments, PCC Transfers, ACES Reporting)*	View Document

Software Tutorials

Name:	Link:
Global Self Service ***(GSS)***	Open Document
Humanity	Open Document
Outlook	Open Document
Teams	Open Document
Ubiquity	Open Document
Ubiquity HPSI Overview	Open Document

Equipment Setup:

Name:	Link:
Setting up your Equipment	*Pending*
Troubleshoot Systems Issues	*Pending*

Websites:

Name:	Link:
SharePoint	*Pending*
Sparq	*Pending*