



Dear Primary Care APPs,

As you are aware, the company has increased the number of patients on the Primary Care APP template that goes into effect January 3rd. This increase in patients was decided without including or consulting Local 7.

Local 7 was able to give feedback on the new templates but the increased amount of patients had already been determined.

With this increase in daily patient load, we have the following recommendations:

- Be sure to clock all missed breaks and lunches. If you do not mark your missed lunch/break, the company believes you received the lunch/break and therefore there is no need for any adjustments to the template or workload. If you did not get your lunch or break, be sure you mark this when clocking out so the work is accurately reflected in your day. Lunch is defined by state law as being relieved of all duties. **Charting during your lunch is not a lunch break.**
- If your first patient of the day is not ready at 8 am (roomed for you to walk in and see), then please keep a log of this and be ready to share with Local 7 (the company assured us that patients would be ready and roomed on time). Contact your manager and alert them to the issue in an email, cc Caroline Andrew and Amy Inglis on this email.
- If you are running so far behind or seeing patients that require a physician to take over, then please utilize the Consult Doc and Cross Over Doc
- Be proactive with your back staff in managing your template, resetting patient expectations that you cannot address multiple problems- plan your visit and schedule follow ups and phone visits for what is not most pressing.
- Don't forget to utilize your phone visits. If phone visits are not utilized they will convert to an office visit.
- If you are calling more patients in a day than the one phone visit in your template, then over book those phone visits into your schedule to document and accurately reflect the amount of work you do

As an APP group we are dedicated to our patients' health and wellbeing, as a result we frequently forget our own. There is so much work done by the APP that is not captured. It's important that we accurately reflect our workload by marking when we miss a lunch or break and booking our telephone visits when we call a patient.

This has been a difficult time to be in healthcare. Thank you for all you do and the sacrifices you have made for our patients and each other.

Sincerely,

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<http://ufcw7.org/members/healthcare/>