

Top 10 commonly sent queries...

1. Missing Diagnosis (aka assessment, POV)
 - a. Every complaint (chief complaint)/ reason for the visit should have a corresponding diagnosis.
 - b. The terms "possible", "probable," "suspected," "questionable," or "rule out" should not be used as if they are established diagnosis. Only use these terms if a definitive diagnosis cannot be established.
2. Orders VS Procedures/Labs completed
 - a. It's hard to interpret if a procedure or lab has just been ordered or completed when only "EKG", "X-ray", "CBC" etc... is written.
 - b. "EKG ordered" or "EKG normal" goes a long way in eliminating queries.
3. X-rays documentation
 - a. What site was viewed, how many views was taken.
4. Suture Removals
 - a. It's important to document the original provider who placed the sutures. If the same physician (or that of the same group practice) who places the sutures, removes them; the suture removal is included in the initial procedure code (no E/M).
 - b. If another physician removes the sutures, an office code (E/M) may be used.
5. IV's
 - a. The Start and stop time is needed for all IV's.
6. Medication Injections
 - a. Please document dosage and delivery method (IV, IM, Oral, etc..)
 - b. Be sure to link each medication given with the diagnosis/reason
7. Immunization/Vaccinations
 - a. Injections and vaccinations must be verified as being done, have a lot number, expiration date and specify the location given.
8. Blood Draws/Labs
 - a. Blood draws must be verified as being done (tube used is acceptable), and the location of the site of draw documented.
 - b. Blood and or labs must also be documented as "being spun" or sent to an outside lab in order to get the handling code 99000.
9. Nebulizers
 - a. Nebulizers must be documented with the type of medication used, and holding chamber if used (mask).
10. Signature
 - a. A legible signature must be on all clinic notes, orders and other documentation (e.g. procedure notes).
 - b. In addition, the providers credentials must follow their signature for accurate coding and billing.