

## Parkland Discharge Planning Question and Answers

### **Q: What is Parkland Financial Assistance (PFA)?**

**A:** It is NOT insurance. It provides patients in Dallas County assistance for inpatient and outpatient care, as well as medications. PFA does not provide DME. To maintain active PFA, an application must be submitted twice a year; it can be submitted at any Parkland clinic.

### **Q: How do patient apply for PFA?**

**A:** Financial counselor screens admitted patients and provides application at bedside. Once completed, patient/family lets nurse know and nurse will call financial counselor. For homeless population, nurse case manager or SW document homeless status in Dallas County, and patients only have to sign the application and give to the financial counselor.

### **Q: How long does it take to process PFA paperwork?**

**A:** Usually takes 1 week to be uploaded in chart for PFA. But they can get provisional PFA after they hand in application.

In emergent cases, financial counselor can process paperwork in hospital in 24 hours (i.e., patients waiting to be emergently transferred to Clements). Always encourage patient to fill out application while in hospital if possible and depending on urgency of medical issues. Can call x23575 for financial counselors here on weekend.

### **Q: What are the levels of PFA coverage vs SPCD (self-pay charity discount)?**

**A:**

SPCD: Self Pay Charity Discount for patients who do not qualify for PFA (live outside of Dallas county) - 8 tiers

- SPCD has a Copay based on sliding scale
- Outpatient visits will always have a co-pay
- Outpatient mammograms, FIT, LDCT are free
- Can retroactively apply as long as service occurred < 3 months ago

PFA: Parkland Financial Aid - 4 tiers

- Need to be a Dallas County Resident\*
- Also has sliding scale but better than SPCD
- Often covers all meds, clinic visits, admissions
- Does NOT cover DME including O2 (rare cases SW can help)
- Unhoused patients automatically qualify for 100% coverage

### **Q: Where should we send meds to?**

**A:** Think ahead about long term plan as if this were YOU or your mom — how can this patient get long term meds — if you send it Anderson and they have low chance of getting PFA approved in a month, then it's better to send meds to Walmart or Kroger's near their home. Look up meds on GoodRx when not prescribing to parkland pharmacy to give them an estimate of cost and (Walmart and Kroger's are usually best pharmacies to send to).

If choosing outside pharmacy, make sure you know if the pharmacy is open nights or weekends and if the patient will be OK without meds for a night if you end up discharging them late.

**Q: How do we know which meds will be covered by a pharmacy?**

**A:** Anderson will always cover the first month free for a VTE. With PFA, Entresto and empagliflozin are available at reduced prices. For chronic meds and no funding, Parkland does NOT fill an entire month -- often just 7 days (unless the patient qualifies for the TCU program to attempt to decrease readmissions for certain high-risk factors). Think about what's realistic for your patient and how you can help them be successful.

**Q: What resources do we have for patient transportation?**

**A:** SW is able to provide Dart Passes and occasionally taxis. Medicaid also has a transport program, but patients must be enrolled (SW can help enroll).

**Q: What is the TCU (transitional care unit) program?**

**A:** TCU will automatically flag certain patients (CHF, STEMI, NSTEMI, COPD, DM, HTN). But we can also send in request if they get missed and they will see if patient qualifies. Will provide more outpatient f/u and call patient.

**Q: Do we order wound care follow-up and supplies?**

**A:** We should only give supplies until patient has follow-up appointment, because patient may be rerouted for needs that may change. And patient may not be able to get more supplies for the month from insurance if we spend it up on unnecessary supplies. Place a Supply order for wound care. For foot wounds, podiatry will schedule patient in the Comprehensive Wound Clinic.

**Q: Can homeless patients qualify for OPAT?**

**A:** Some patients who are homeless can qualify for OPAT under complex care.

**Q: What should be included in discharge summary?**

**A:** No need to include labs (as they are in chart) or discharge medication list as this will be printed in AVS. Intended for other physicians to read to determine next steps in patient's care. Can serve as your note for day if have an exam and signed on day of discharge (ensure attending agrees).