

# Memo

To: Front office receptionists and back office MAs  
From: Blue Fish Management  
Date: 08/04/2022  
Re: **Handling Patients Who Have Aged Out (18 yrs old or older)**

---

When a patient who is eighteen years old or older checks in for an appointment, the front office will send a telephone encounter to the PCP asking them how much longer the patient can see them until the patient has to leave and start seeing an adult doctor. For example:

Ngo, Long 8/8/2022 9:45:00 AM > Dr. Jung, this patient is older than 18 yrs. How much longer do you want to allow them to continue seeing you? Please let me know and also update it in the yellow post-it note on ECW for the back office. Thank you!

The PCP will make a quick update on the yellow post-it. This is so MAs will be able to see this if they have any questions during appointments.

Once the PCP sends it back to the FO employee, the FO employee will create a global alert with the PCP's response. For example:

"OK TO SCHEDULE UNTIL PATIENT IS 20 YRS OLD PER PCP"

or

"OK TO SCHEDULE UNTIL END OF 2023 PER PCP"

The global alert and the PCP's note on the yellow post-it in ECW will help clear up confusion when patients who are 18 or older try to schedule an appointment.

If the patient tries to call after the denoted end date, the front will send a telephone encounter to the PCP to confirm if they will see them. The front will also ask if the PCP would like to send a final dismissal letter.