



## Diligent Control of Will-Call-Back Patients

The key to Will-Call-Back control is to keep a log such as the [TC, Exam Outcome Control form](#) (see attached PDF) to control your follow-up. Use the form to do the following no matter what your exam outcome:

- After entering a new patient's name on the Exam Outcome Control form, highlight that **Patient's Name** and either the **No Tx**, **OBS**, or **Accepts Records/Consult** outcome in yellow highlighter, indicating that they had an outcome other than WCB. If you also do Tx Consults after the exam/records you can still use this form to follow up on WCB consult patients since they don't have a start date yet.
- The WCB exam patients will have no highlight at all, making it easier to identify them over the weeks/months of follow-up.
- For exam patients placed on WCB this month, call, text, etc., them using the Will-Call-Back Control *procedure* attached to this pearl, also using the "TC WCB Tracking log" attached to this pearl if desired.
- If the WCB patient **declines Tx** highlight the **No Tx** outcome for that **Patient's Name**.
- If the WCB patient **accepts records/consult**, highlight the **Accepts Records/Consult** outcome for that **Patient's Name**. You can continue to follow them up until they have a starting appointment.
- If the WCB patient **accepts active treatment**, highlight the **Start Tx** outcome for that **Patient's Name** along with the **Date That Tx Actually Started** outcome with the date.
- You can continue to follow them up until they have a starting appointment.
- Each month, the doctor or other team member needs to go over the TC, Exam Outcome Control log and discuss why certain WCB patients have not been resolved yet and then go after them or code them as a the **No Tx** outcome. The TC does not have the authority to decide the No Tx outcome by herself.