

Iris Virtual Advance Care Planning Program

These past few months have seen unprecedented times with the COVID-19 pandemic. Of note, a partnership long in the works between the Scripps ACO and Iris, a virtual advance care planning organization, is now available to offer valuable and timely services to our most vulnerable patients.

Iris offers personalized support and family discussion with a health care expert via telehealth. Their highly-trained clinical experts facilitate conversations with your patient and their family members, to talk about their medical condition, goals for living well, decisions about future care and who they want to speak for them if they cannot speak for themselves.

Iris facilitators help the patient and family develop personalized health care plans, advance directives and, if appropriate, a POLST form. Once completed and approved, Iris sends copies to designated family members and physicians. Iris also stores the patient's plans on a secure personal webpage for easy access by the people they authorize. If their preferences change, updates can easily be made.

How Does it Work for our Scripps ACO Providers and their Patients?

Iris's proprietary algorithms identify Scripps ACO patients who would benefit from advance care planning. Each provider will receive a list of patients in their practice who have been identified as having the most opportunity to benefit from timely advance care planning. Physicians can approve or eliminate outreach to the targeted patients easily via return email.

The patient will receive a letter that describes the program and informs them that they will receive a call regarding Iris. The Iris team will then reach out to the patient/family to discuss participation in the program.

The physician will be notified when their patient enrolls in the program, when documents are approved, or if there are any clinical issues of concern identified during the course of the discussions with Iris. If a POLST form is appropriate, the physician will receive a copy signed by the patient electronically. A phone visit (billable) for physician review and signature will be scheduled. Iris will facilitate upload of the POLST form into EPIC or your practice EHR.

Iris will provide a 15-minute overview of the program for your office staff and an email summary so they will be informed about the program should patients call. This is a benefit for our ACO members and there is no charge for the program.

For questions contact Mary Carol Reeder, Director of Palliative Care Integration, at 760-533-7992 or Susan Erickson, AVP Care Management, at 858-922-7125.

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