Medical Management of Otitis Media

Clinical Practice 2015 Summary Statement

Guidelines are based on nationally recognized standards and are reviewed with input from network physicians and specialty advisory committees as indicated. The Quality Improvement Committee then formally approves the guidelines. Guidelines are reviewed and updated by the committee at least every 2 years. The most recent approval date for this guideline is 4/23/2015.

This guideline is adopted as appropriate for use throughout the network from the American Academy of Pediatrics and the American Academy of Family Physicians.

GUIDELINE:

The full Clinical Practice Guideline is available at:

http://pediatrics.aappublications.org/content/early/2013/02/20/peds.2012-3488

-Downloaded 1/2015

REFERENCES:

American Academy of Pediatrics: The Diagnosis and Management of Acute Otitis Media
February 2013

APPLICATION OF PRACTICE GUIDELINE:

This practice guideline applies to the following companies:

First Priority Life Insurance Company®
HMO of Northeastern Pennsylvania (d/b/a First Priority Health®)

APPROVAL:

Approved Quality Improvement Committee

4/30/2009
4/14/2011
5/30/2013
4/23/2015
Resources to help keep your patients healthy

Blue Health Solutions℠, our health and wellness resource, is more than a one-size-fits-all wellness program. Blue Health Solutions puts your patients in charge of their health. We give them a choice of wellness solutions, and they decide how to use them.

If you have patients who are interested in weight management resources or just want to shed a few pounds, we’re here to help. Best of all, Blue Cross of Northeastern Pennsylvania health plans include access to all Blue Health Solutions offers at no additional cost.

Here’s how Blue Health Solutions can help your patients:

- **A personal health coach** to answer their questions or to help them make a plan for improving their health. The Blue Health Solutions health coach will help your patients set realistic goals for achieving the health results they want, give them educational information related to their health concern and guide them to online and community resources. Health coaches can be reached weekdays, between 8 a.m. and 8 p.m. ET, at 1.866.262.4764
- Access to **registered nurses**, 24 hours a day, 7 days a week, for times when our health coaches can’t be reached. We know that an illness can happen overnight or on a weekend. Our nurses are here around-the-clock to answer health questions—so your patients will always have someone to turn to. They can reach 24/7 Nurse Now at 1.866.442.2583
- A confidential, online **Health Assessment**, to help your patients better understand their health risks and solutions to help them lower those risks. Completing the Health Assessment takes only a few minutes, but the results can be life changing. Our health coaches support your efforts to help your patients make positive changes for better health and wellness
- **Health management** services to help your patients with chronic health conditions, such as diabetes management, asthma, heart disease and more
- **Wellness and lifestyle solutions** to help your patients better handle stress or chronic back pain, or to help them lose weight or quit smoking. Resources are also available for maternity care services, including prenatal and postnatal care
- **Care management** services give your patients the support they may need to handle a serious medical condition and achieve the best health outcomes and quality of life
- Blue Health Solutions also offer a **life-balance resource** that lets your patients speak with an experienced counselor if they are dealing with change, burnout, family concerns, use of drugs or alcohol and other life stressors
- We also offer **discounts** that can save your patients money on health-related products and services. Blue365® connects your patients with savings on items as diverse as walking shoes, cookbooks with healthy recipes, and even credit monitoring services

Blue Health Solutions also has great online resources. To access the following, patients need to register for **Self-Service** at bcnepa.com, and then select the **Health & Wellness** tab.
- An online personal **Health Record** that your patients can use to keep their health information in one secure place. They can record their medical history, the doctors they see and the pharmacies they use, medical tests, screenings and immunizations, allergies and more

- Our online **Health Library** contains easy-to-understand explanations of medical conditions, symptoms, tests and treatments. The library has hundreds of entries, including interactive tools, a symptom checker and videos—all to help your patients make sound health care decisions

- We also offer a **Self-Leadership Project** to help your patients discover how having a positive attitude can help them stay healthy and reach their full health potential

We are committed to giving your patients the resources and support they need to live healthier lives.