

Good Samaritan Health & Wellness Center
Policies and Procedures

Subject: Tracking of Referrals	Policy #: 5.35
Prepared by:	Revision #:
Approved by: Board of Directors	Effective Date: 7/24/2015

5.35 Tracking of Referrals

OBJECTIVE:

To ensure patient compliance and clinical management of consult reports when referrals for specialty care are needed.

PROCESS/PROCEDURE:

The provider will send an electronic order to his or her nursing staff or the referral coordinator stating what type of referral is necessary, the reason for the referral, and the time frame in which the appointment should be made.

1. All urgent referrals should be scheduled before the patient leaves the office. The nurse will inform the patient of the name and phone number of the specialist; the date and time of the appointment; and give the patient any pertinent medical records to take with them.
2. Non-urgent referrals may be made after the patient leaves the office but within three days of the date of the order.
 - A. The patient should be notified by phone of the above stated necessary appointment information. A letter should be mailed to the patient after failure of three phone call attempts. A copy of the letter must be scanned into the patient's chart.
 - B. The nurse or Social Services will fax the necessary medical records to the specialty office.
3. The Social Services is responsible for any obtaining any necessary prior authorization from the patient's insurance company and for faxing that information to the specialist office.
4. Social Services shall check weekly to ensure that appointments were kept by the patients and that reports were received.
 - A. If the patient did not go to the appointment, the nurse should call the patient and stress the importance of keeping the consultation. Appointments should be rescheduled when necessary.
 - B. Specialists are required to send written consult reports to the primary care providers. When reports are not sent, the nurse will contact the specialty office and request a faxed report of the visit.
5. Consult reports shall be scanned into the patient's chart and attached to the consult order as they are received. The report will automatically be flagged by EHS to the ordering provider.

6. The provider will review the information and give any further instructions to the nurse.
 - A. If no further action is required, the provider will sign the order off at this time.

If further action is required, the nurse will sign off the order when that work is complete.