

Mayfair Internal Medicine, P.C.

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Care Compact	Mayfair Internal Medicine	Denver Digestive Health Specialists
Referral Process	<p><u>STEP 1 (at initial office visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> At visit, PCP discusses reason for referral to Specialist with patient/family <input type="checkbox"/> If visit is urgent, PCP office will call Specialist office to notify of need for immediate appointment <input type="checkbox"/> If urgent, referral is faxed prior to visit, with all pertinent information <input type="checkbox"/> DDHS contact information is provided to patient in printed care and follow-up plan <p><u>STEP 2 (within 24-48 hours of visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Referral/Care Coordinator verifies insurance coverage <input type="checkbox"/> Pertinent records and information will be included with referral form <input type="checkbox"/> Referral/Care coordinator or PCP will send referral order and accompanying report documents via electronic summary of care <input type="checkbox"/> Referred patient will be scheduled within 2-3 weeks of call to Specialist office unless urgent visit is indicated <p><u>STEP 3 (1 to 3 months after referral)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Mayfair Internal Medicine Care Coordinators will run reports & perform outreach to anyone who has not complete appropriate follow-up with the current referral follow up process 	<p><u>STEP 1 (within 24 - 48 hours of visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> If visit is urgent, Specialty office will schedule patient within 24-48 hours (or less) depending on urgency <input type="checkbox"/> If not urgent, Specialty office receives referral fax information of referred patient and awaits patient our reach to schedule office visit <input type="checkbox"/> Insurance eligibility/benefits are reviewed when appointment is scheduled by DDHS <p><u>STEP 2 (within 72 hours of initial visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Complete consult report will be sent back to PC office within 72 business hours of scheduled appointment this should include, follow up, continued care recommendations and other pertinent medical information <p><u>STEP 3 (on-going management)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> If patient does not schedule or is a 'no-show', notification will be sent to PCP office within 30 days. <input type="checkbox"/> If there is ongoing visits with the patient with DDHS, the specialist will send progress notes electronically (if possible, otherwise will fax) to the PCP after each appointment, <i>This includes pathology reports performed by DDHS and their referring labrotories during diagnostic and routine EGD, and colonoscopies</i> <input type="checkbox"/> Upon termination of care with the patient, DDHS will notify the PCP that care has been ceased.
Patient Access	<p><u>STEP 1 (within 24 hours of visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> If visit is urgent, PCP office will call DDHS office to notify of need for a more expedited appointment and outreach to the patient 	<p><u>STEP 1 (during patient PCP visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> If visit is urgent, PCP office will call Specialist office to notify of need for expedited appointment <p><u>STEP 2 (within 24-48 hours of visit)</u></p>

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	<p><u>STEP 2 (within 24-48 hours of visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Patient will be scheduled within 2-3 weeks of call to Specialist office unless urgent visit indicated <p><u>STEP 3 (on-going management)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> If patient does not schedule or is a 'no-show', notification from Specialist office will be sent to PCP office within 30 days via fax or telephone encounter <input type="checkbox"/> Mayfair Internal Medicine Care Coordinators run reports & perform outreach to anyone who has not complete appropriate follow-up with DDHS or with their PCP 	<ul style="list-style-type: none"> <input type="checkbox"/> Referred patient will be scheduled within 2-3 weeks of call to Specialist office, unless urgent visit <p><u>STEP 3 (at visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> If patient needs to be seen for follow up visit – patient will schedule directly with Specialist office
<p><i>Transitions of Care</i></p>	<p><u>STEP 1 (at visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> PCP informs patient of need, purpose, expectations and goals of the specialty visit <input type="checkbox"/> Patient/family in agreement with referral, type of referral and selection of Specialist <input type="checkbox"/> Unless urgent, PCP office provides patient with Specialist contact information and patient calls to schedule appointment <p><u>STEP 2 (within 24 hours of visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> PCP office documents appropriate orders on referral form within the EHR that would facilitate the Specialty visit 	<p><u>STEP 1 (at visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Reviews reason for visit with patient/family <input type="checkbox"/> If DDHS determine that the patient needs to be referred to emergency care or hospitalized, arrangements will be made then Specialist office will notify PCP office within 24 hours <p><u>STEP 2 (within 72 hours of initial visit and on-going co-management)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Specialist office documents progress note in 'Allscripts' EHR, this will be sent to Mayfair Internal Medicine via fax for bidirectional communication regarding the patient's plan of care, up-dated diagnosis, and medication recommendations. <input type="checkbox"/> If there is ongoing visits with the patient, DDHS will send progress notes to the PCP after each visit with the mutual patient <input type="checkbox"/> Upon termination of care with the patient, DDHS will notify the PCP that care has been ceased.

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<p><i>Patient Co-Management</i></p>	<p><u>STEP 1 (within 48 hours of visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> If ED/Hospitalization occurs that would affect Specialty care, PCP office will notify Specialist office within 48 business hours for inpatient co-management if needed <p><u>STEP 2 (On-going management)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Refills will be handled by Provider managing patient unless Specialist indicates variation on consult <input type="checkbox"/> Resumes care of patient, outlined by Specialist, assumes responsibility and incorporates care plan recommendations into the overall care of patient <input type="checkbox"/> Shares data/pertinent additional consultations from other care providers with Specialist 	<p><u>STEP 1 (after visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> If indicated, DDHS can refer to an additional Specialist without PCP consent unless indicated otherwise in referral <p><u>STEP 2 (within 48 hours of visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> If the patient is referred to emergency care or requires hospitalization as determined by DDHS, the specialist will notify PCP office within 48 business hours <p><u>STEP 3 (On-going Management)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Refills will be handled by Provider managing patient unless variation indicated on consult <input type="checkbox"/> Secondary/tertiary Specialty referrals will be documented in progress notes sent to the PCP office <input type="checkbox"/> Specialist office documents progress note in 'Allscripts' EHR, this will be sent to Mayfair Internal Medicine via fax for bidirectional communication regarding the patient's plan of care, up-dated diagnosis, and medication recommendations. <input type="checkbox"/> If there is ongoing visits with the patient, DDHS will send progress notes to the PCP after each visit with the mutual patient <input type="checkbox"/> Upon termination of care with the patient, DDHS will notify the PCP that care has been ceased.
	<p>Primary Care Provider Signature / Date</p> <hr/> <p>Practice Name</p>	<p>Specialist Signature / Date</p> <hr/> <p>Practice Name</p>

Primary Care Provider Signature / Date

Specialist Signature / Date

Practice Name

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