

Mayfair Internal Medicine, P.C.

Larry Plunkett, M.D.
 Edith Lovegren, M.D., Ph.D.
 David Bolshoun, M.D.
 Molly Pickett, AGPCNP-BC



**Maria Droste
 Counseling Center.**
 Colorado's Center for Mental Health



Care Compact	Mayfair Internal Medicine	Maria Droste Counseling Center
Referral Process	<p><u>STEP 1 (at initial office visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> At the office visit, PCP will discuss reason for referral to Specialist with patient/family <input type="checkbox"/> If visit is urgent, PCP office will call Maria Droste office intake line to notify of need for a more expedited appointment and outreach to the patient <input type="checkbox"/> Maria Droste Counseling Center contact information is provided to patient in printed care plan 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"/> All referrals will be sent via fax through our electronic health record (EHR) to Maria Droste Counseling Center intake department. The referral will include the patient's face sheet, most recent progress note, and the signed 'authorization to release PHI' form. <input type="checkbox"/> Referral/Care Coordinator verifies insurance coverage referral requirements <input type="checkbox"/> Pertinent records and information will be included with referral <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"/> Maria Droste Counseling intake office receives fax and intake office will contact patient to schedule visit and complete intake assessment <input type="checkbox"/> Insurance eligibility/benefits are reviewed when appointment is scheduled <input type="checkbox"/> The patient will be placed with a therapist/counselor that is deemed a 'good fit' for the patient based on psychological assessed needs and insurance coverage. <p><u>STEP 2 (within 7-10 days of initial visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> The specialist office documents in SBAR format or another consultation report of the therapists choosing, for bidirectional communication regarding the patient's plan of care, up-dated diagnosis, and medication recommendations. <input type="checkbox"/> This report will be sent to the PCP office within 7-10 business days of appointment (f/u 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' (after 3 outreach phone calls from Maria Droste Intake office), notification will be sent to PCP office within 30 days. <input type="checkbox"/> If there is ongoing visits with the patient, the therapist/counselor will send monthly progress notes via fax to the PCP <input type="checkbox"/> Upon termination of care with the patient, the therapist/counselor will notify the PCP that counseling 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 Maria Droste office intake line to 	<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

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	<p>notify of need for a more expedited appointment and outreach to the patient</p> <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 	<p>expedited appointment</p> <p><u>STEP 2 (within 24-48 hours of visit)</u></p> <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"/> 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 patient needs to be seen in ED or Mental Health Facility, arrangements will be made then Specialist office will notify PCP office within 24 hours <p><u>STEP 2 (within 7-10 days of initial visit)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Specialist office documents in SBAR format, or another consultation report of the therapists choosing, 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, the therapist/counselor will send monthly progress notes to the PCP <input type="checkbox"/> Upon termination of care with the patient, the therapist/counselor will notify the PCP that counseling 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 <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, Specialist 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 ED/Hospitalization occurs that would affect PCP care, 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 consult <input type="checkbox"/> Specialist office documents in SBAR format, or another consultation report of the therapists choosing, 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, the therapist/counselor will send monthly progress notes to the PCP <input type="checkbox"/> Upon termination of care with the patient, the therapist/counselor will notify the PCP that counseling has been ceased.
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 Primary Care Provider Signature / Date

 Specialist Signature / Date

 Practice Name

 Practice Name