

## **PPC 7: Referral Tracking**

### **Element A: Referral Tracking**

CHC-B utilizes referrals to specialists to improve effectiveness and coordination of care. We systematically document and track referrals and referral results using EHS Orders for Consults and the provider organizer in Clinical Console. We use this electronic system to assist providers and staff with tracking referrals until the specialist or consultant report returns to our practice. Here is our policy for Referral Tracking:

#### COMMUNITY HEALTH CENTER

#### Board Policy & Procedure Manual

Subject: Referral Tracking

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**Purpose:** To establish guidelines for the tracking of patients referred for specialty care.

**Policy:** Referrals made to other agencies and physicians will be tracked.

**Procedure(s):**

1. As referrals are made to other agencies or physicians, an order will be entered into the patients chart indicating the date, patient name, referring provider, referral specialty, reason for referral and appointment date and time.
2. When the report or correspondence from the referral doctor is received, this date will be recorded as a means of tracking patient compliance. The Patient Facilitator/medical assistant for the appropriate provider will monitor delinquent orders without results in order to follow-up on correspondence not received or patients who fail to keep their appointments. The Patient Facilitator will reschedule missed or canceled appointments and inform the I provider if the patient is not compliant in keeping referral appointments.

**Item 1: Origination.**

EHS allows providers to enter consults and specialist referrals in the Orders/Add Consults module of the system. We have all of our specialists entered into our EMR so providers can search by name of specialist:

STAT

Type name or select from list:  
mcc

Associate with Current Problems:

Doctor	Speciality
M	Pediatrics
M	Orthopedic Surgery
M	Orthopedic Surgery
M	Ophthalmology
M	Family Practice
M	Allergy, Asthma & Immunology
M	Orthopedic Surgery
M	Orthopedic Surgery
M	Orthopedic Surgery

* Code	Description
<input type="checkbox"/> 474.11	TONSILLAR HYPERTROPH
<input type="checkbox"/> 333.99	RESTLESS LEGS SYNDRO
<input type="checkbox"/> 780.57	SLEEP APNEA OBSTRUCT
<input type="checkbox"/> 311	DEPRESSION
<input type="checkbox"/> 461.9	SINUSITIS ACUTE
<input type="checkbox"/> 473.9	SINUSITIS
<input type="checkbox"/> 079.99	VIRAL SYNDROME
<input type="checkbox"/> 462	PHARYNGITIS
<input type="checkbox"/> 257.9	TESTICLE
<input type="checkbox"/> 530.81	ESOPHAGEAL REFLUX

Close  
Save  
Undo  
Review...  
Problems...  
Scroll...  
Defer

Confidentiality  
 Level 1  
 Level 2

Code: Pediatric

Order Date: 11/04/2010

Ordering Clinician: B:

Or providers may search by specialty type. The specialists with \* beside their names are available via our Telehealth program so patients may be seen in our office and do not need to travel to the out of town specialist office:

**Add Consults**

Type name or select from list:  
cardio

Doctor	Speciality
S	Cardiology
C	Cardiology
F	Cardiology
(	Cardiology
*	Cardiology
(	Cardiology
(	Cardiology
(	Cardiology
*	Cardiology
E	Cardiology

Confidentiality:  
 Level 1  
 Level 2  
 Level 3

Code:

**Order Date:**

**Ordering Clinician:**

**Delinquent After:**

**Item 2: Clinical details.**

EHS provides free text space for Order Comments. Providers and staff use this area to include information about the reason for the consultation, pertinent clinical findings, staff instructions, etc.

The screenshot shows a software window titled "Consults Detail for Dove, Joann" with a status of "ORDERED". The window contains various input fields for order details such as Doctor, Specialty (Podiatry), Date Ordered (07/12/2010), and Delinquent After (60 day(s)). A red rectangular box highlights the "Order Comments" field, which contains the text: "foot pain with possible order for custom shoes" and "pt scheduled @ spec clinic for". Other fields include "Ordering Clinician", "Confidentiality" (Level 1 selected), "Results", "Comments", and "Handling Instructions".

Another example of clinical details within the comments section of a consult order:

The screenshot shows a software window titled "Defer Bickel, Alan Summary". It features a "Deferred Date" of 06/28/2010 and a "Proposed Date" of 11/01/2010. A table titled "Associate with Current Problems:" lists several medical conditions with checkboxes:

* Code	Description
<input type="checkbox"/> 789.00	abdominal pain
<input type="checkbox"/> 388.72	EARACHE REFERRED
<input type="checkbox"/> 278.02	OVERWEIGHT
<input type="checkbox"/> V67.9	visit for: follow-up exam
<input type="checkbox"/> 380.4	CERUMEN IMPACTION
<input type="checkbox"/> V04.81	Vaccines Prophylactic Need
<input type="checkbox"/> 784.1	throat pain
<input type="checkbox"/> 788.36	unable to restrain urination at
<input type="checkbox"/> 574.11	TONSILLAR HYPERTROPL

Below the table is a "Comments:" text area containing the following text: "i/u: enuresis", "6-28-10 Patient has apt on Friday October 1st at 10:45 in [redacted] 06.29.2010", "office notes, demo, CMP and UA results faxed to Dr. [redacted] office (F)", and "as per Dr. [redacted] 12:53p.m.". The window also includes "Confidentiality" options (Level 1 selected) and "Save" and "Cancel" buttons.

**Item 3: Tracking status.**

After the patient is scheduled for an appointment and patient notification has occurred, staff will defer the order to a “proposed date” about a week after the appointment. This will store the order in the Deferred Orders section of the patient’s chart:

The screenshot shows the 'Deferred Orders' section of a patient's chart. A 'Defer Campos Summary' dialog box is open, allowing staff to set a 'Proposed Date' (highlighted in red) to 11/04/2010. The dialog also lists associated problems such as NAUSEA WITH VOMITING, DYSpareunia, and HELICOBACTER PYLORI. The main window shows a table of deferred orders with columns for STAT, Cpt Code, Description, Proposed Date, Problem(s), Deferring Clinician, Deferred Date, and Deferred.

STAT	Cpt Code	Description	Proposed Date	Problem(s)	Deferring Clinician	Deferred Date	Deferred
<input type="checkbox"/>		Campos	11/04/2010	HELICOBACT	B	10/22/2010	D.
<input type="checkbox"/>	RECALL	RECALL-Return for Appt	02/11/2011	cough, OTITIS	T.	12/28/2009	Bt

When the proposed date passes, this will also cause the order to populate in the Delinquent Deferred Orders section of the providers organizer with a purple color as an alert that the proposed date has passed:

The screenshot shows the 'Provider Organizers' window with a 'Delinquent Deferred Orders' section. The table lists orders with their respective dates and descriptions, such as 'Specialty Consult' and 'Sleep St.'. The 'Deferred Date' column is highlighted in purple, indicating that the proposed date has passed.

Chart	Pati	Deferred Date	Description	Order Type
DO		07/19/2010	D. Specialty	Consult
FLE		10/20/2010	Sleep St.	Consult
MA		10/22/2010	C.	Consult
ME		10/28/2010	We	Consult
SA		02/03/2010	Rl	Consult

Staff will then work the Delinquent Deferred Orders to follow-up with patients and specialists. Phone calls are made or letters are sent to specialists to request consult reports. Here is an example of documentation for requesting notes from a specialist:

**Defer Rheumatology, Summary**

Deferred Date: 02/03/2010

Deferring Clinician: B

Code: Units:

Proposed Date: 11/04/2010

Modifiers

Associate with Current Problems:

* Code	Description
<input type="checkbox"/> 724.2	LUMBAGO
<input type="checkbox"/> V70.3	visit for: examination for drive
<input type="checkbox"/> 719.49	ARTHRALGIAS IN MULTIPI
<input type="checkbox"/> 305.1	NICOTINE DEPENDENCE - PROTEINURIA
<input type="checkbox"/> 791.0	

Save Cancel

Confidentiality:  Level 1  Level 2  Level 3

Comments: called office 2-3-10 @ 4:30pm.. the office closes at 4pm.. will try again.. m 2-3-10 notes requested...c 3-8-10 notes requested s 8-17-10

Here is the system-generated letter we send to specialists to request notes:

**Medical Office** 1

**Health** 24

Dr. Office:

Dr. Al  
Uroloav  
41  
F  
D

Date: 10/18/2010

**We have referred the following patient to your facility:**

Name: Ac

Date of Birth: 05/11/2001

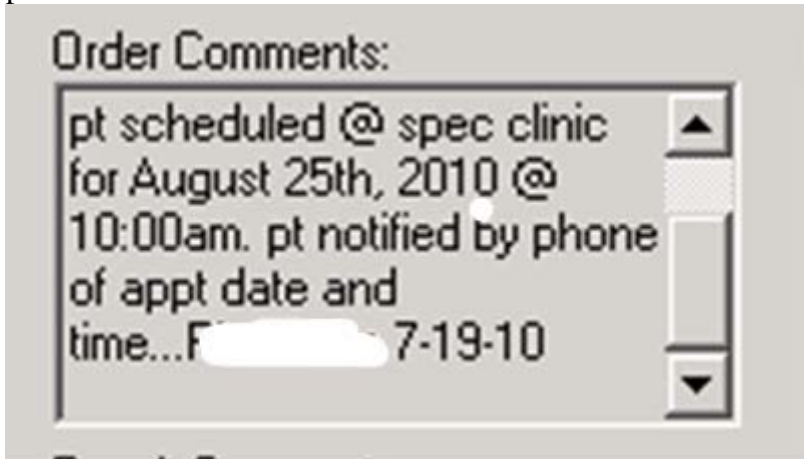
**Please fax us the last office note to questions.**

**Please call us if you have any**

**Thank you,**

**Item Administrative details.**

Clinical support staff utilize the order comments field to document appointment details, patient notification, insurance or payment information, and other administrative tasks performed:



Here is an example of the considerable effort that our staff will put in to get a patient into a specialist:

