POLICY | PURPOSE STATEMENT:
It is the policy of TTUHSC SON Larry Combest Community Health and Wellness Center clinics to provide for referral of patients to external Providers for testing, evaluation and/or treatment. The purpose of this policy is to define the process for ensuring patient referrals are completed in a timely manner and reports are returned for Provider review and action.

SCOPE:
This policy applies to all clinic staff and all patients of TTUHSC SON Larry Combest Community Health and Wellness Center.

PROCEDURE:

1. Provider will enter the order for a patient referral into the electronic medical record which will flow to the multi-patient task list.
2. Referral Specialist/Nursing will obtain the order from the electronic medical record and follow up with communication to the Provider if any clarification or guidance is needed for processing.
3. Referral Specialist/Nursing will verify payer method for patient and complete any authorizations. For self-pay patients, Referral Specialist/Nursing will offer financial assistance available or ask for assistance from Care Manager/Nursing, and document this in EMR.
4. Referral Specialist/Nursing will provide required documentation to the external Provider.
5. Referral Specialist/Nursing will schedule the appointment and communicate information regarding place, time and any special instructions, and document in electronic medical record. If external Provider requires they make this patient contact, Referral Specialist/Nursing will notify patient to expect this call. Patient will be instructed to notify Referral Specialist/Nursing if call is not received in a timely manner.
6. Care Manager/Nursing will monitor attendance of appointment by patient within one week of scheduled appointment time.
7. If patient did not attend, Care Manager/Nursing will contact patient, assist with rescheduling if needed and notify Provider via communication message in EMR.
8. If patient did attend the appointment, Referral Specialist/Nursing and Care Manager/Nursing will monitor for report from external Provider. When report is returned, it will be entered into the electronic medical record and send it to the Provider for their review. If a report has not been returned from the external Provider, the Care Manager/Nursing will contact the external Provider before a 30 day period has passed from the time of the appointment, and notify the Provider via communication message in electronic medical record. Reports from external Providers using a connected electronic medical record flow directly into the patient’s chart and this will electronically notify the referring Provider.
9. Referral Specialist/Nursing will update the Provider by electronic medical record communication message if there are problems or issues with processing any referral that cannot be resolved. Referral Specialist/Nursing and Care Manager/Nursing will maintain an ongoing work flowsheet of all referrals on the patient information secured drive (SON Combest H: Drive) for review.

RESPONSIBILITIES | REVIEW | REVISIONS:
It is the responsibility of the Policy & Procedures Committee to review and initiate necessary revisions based on collaboration and input by Policy and Procedure committee and through Administrative management of this policy, including the review and revisions will be the responsibility of the Clinical Services Director.

RIGHT TO CHANGE POLICY:
TTUHSC SON Combest reserves the right to interpret, change, modify, amend or rescind this policy in whole or in part at any time to reflect changes in policy and/or law.