POLICY | PURPOSE STATEMENT:
It is the policy of the TTUHSC SON Larry Combest Community Health and Wellness Center Clinics to serve as patient centered medical homes to our patients. The purpose of this policy to provide a process for follow up care post emergency department visit or hospitalization.

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

Definitions:

PROCEDURE:
1. Patients will choose or be assigned a primary care provider as outlined in the TTUHSC SON Larry Combest Community Health and Wellness Center policy # 4C.10 Continuity of Care for Patients and Families. This primary care provider will be responsible for following the patient post hospitalization.
2. Patients who have been to the emergency room or hospitalized will be identified in the following ways:
   a. LCCHWC & CCCHC
      i. The primary care provider will receive a communication in the electronic medical record when the patient is seen in the emergency room or hospitalized at University Medical Center-Lubbock (UMC). UMC is the host for the clinic electronic medical record system and can communicate to providers directly through the electronic medical record chart.
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ii. Covenant Health System (CHS) hospitals are outside the clinics electronic medical system.
   - CHS will fax documentation to the primary care provider notifying of hospitalization or emergency department visits, and include laboratory results, imaging results and a discharge summary.
   - Documents for Covenant Health System may be obtained electronically through the Covenant Physician Connect system with appropriate authorization and user approval.
   - These documents will be routed by the clinic nursing staff to the primary care provider.

iii. Other hospitals, health systems, and emergency departments will be asked by clinic staff to fax documentation when calling to schedule a follow up appointment, or when notified of visit or admission by the patient, patient family, hospital system or emergency/urgent care department.

iv. Patients will be asked during nursing intake each visit if they have had any hospitalizations and/or emergency room or urgent care visits. This information will be documented in the nursing intake and a discharge summary from the visit requested through medical records.

b. ACHC

i. The case manager will receive an H&P or Discharge summary from the local hospital. The Case Manager will follow up and make an appointment within 10 days of the hospitalization. A discharge list is maintained by the CM and accessible by the ACHC staff.
   1. Documents for HMC or ARMC may be obtained via fax or Apollo EMR.
   2. Documents are routed by the CM to the clinical nursing staff and primary provider.

3. When patients are identified as being hospitalized or having an ER visit they will be contacted in the following ways:
   a. LCCHWC- At Combest Wellness it is the responsibility of the care manager to follow up on patient hospitalizations or ER visits in accordance to policy 4C.09. care manager/nursing staff will use questions provided in the Care Management Follow up questionnaire as a guide to their communication with the patient (see Attachment A). An ROI will be requested of the patient for purposes of continuity of care. Follow up appointments with providers will be made at Combest Central dependent on the acuity of the patient.
   b. CCCHC- At Combest Central it is the responsibility of the nursing staff to follow up on patient hospitalizations or ER visits in accordance to policy 4C.09. Nursing staff will use questions provided in the Hospital/ER Follow-
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up Tracking From as a guide to their communication with the patient (Attachment A). An ROI will be requested of the patient for purposes of continuity of care. Follow up appointments with providers will be made at Combest Central dependent on the acuity of the patient.

c. ACHC- At the Abilene Community Health Center it is the responsibility of the care manager to track patient hospitalizations or discharges in accordance to policy 4C.09. An ROI will be requested of the patient with records obtained for continuity of care. An appointment will be made 1-2 weeks from the discharge date dependent on the acuity of the patient. Hospital follow up slots will be available to Hendrick Medical Center, Abilene Regional Medical Center and Oceans Behavioral Health Center.

4. The patient will be scheduled for a hospital/ER follow up visit. A same day visit may be utilized if indicated by patient need.

5. The care manager or nurse will notify patient service specialist staff to schedule the patient for follow-up post hospitalization or emergency department visit, and include any timeframe requirements i.e. one week, as soon as possible, next available.

6. The primary care provider will notify clinic nursing staff if any further documentation from the hospitalizing facility is needed prior to or during the patient visit. Requested medical records will be obtained electronically when available. If not available electronically, then the patient services specialist staff will assist the patient with completion of a medical records consent that will be faxed to the hospitalizing facility.

7. The Care Manager/Nurse will attempt to contact patients that do not attend hospitalization follow up visits to evaluate barriers to care and assist as indicated.

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 and Nurse Manager.

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.

Attachments:
Attachment A: Hospital/ER Follow-up Tracking Form