Ambulatory Policy and Procedure

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<th>Title:</th>
<th>Continuity of Care for Patients &amp; Families</th>
<th>Policy Number:</th>
<th>4C.10</th>
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<td>Version Number:</td>
<td>3</td>
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<tr>
<td>Approved By:</td>
<td>Linda McMurry, DNP, RN, NEA-BC, LCCHWC Executive Director</td>
<td>Effective Date:</td>
<td>05/13/2020</td>
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<td>LCCHWC Board of Directors</td>
<td>Original Date:</td>
<td>05/15/2017</td>
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**POLICY | PURPOSE STATEMENT:** To provide for the continuity of care for patients of the TTUHSC SON Larry Combest Community Health and Wellness Center clinics.

**SCOPE:** This policy applies and will be distributed to all clinic staff and all patients of the TTUHSC SON Larry Combest Community Health and Wellness Center clinics.

**PROCEDURE:**

1. When entering into health care with our clinics, patients and family members will be given a patient handbook (see Attachments A, Patient Handbook) with information regarding the patient-centered medical home, access to care, access to care after hours, scope of services, the care team, integration of behavioral health services into care, and the ability to obtain care regardless of payment source.

2. Patients and their families will be allowed to choose an available primary care provider of their choice when scheduling their initial appointment to establish care. Guidance will be given by the patient specialist staff regarding which primary care provider could best meet their health needs. After establishing care, the patient may request to change their primary care provider if desired. Patients will be assisted with this change by patient specialist staff if requested. The initial primary care provider may recommend a different provider if their evaluation shows a different provider could better meet the patients’ specific health care needs. This will be discussed with and agreed upon by the patient/family prior to the changing of the provider. Once established, patients will be encouraged to schedule follow-up visits with the same provider for continuity in their care.

3. The patient’s primary care provider will be entered into the electronic medical record. The scheduling staff will attempt to schedule all visits (follow up, same day, walk in) with the primary care provider first, then will offer a different team provider if there is not schedule availability for their primary care provider.

4. Patients and their families will be encouraged to have specialty care and emergency care provided with medical neighborhood partners (TTUHSC Physicians, Physician
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Network Services, Covenant Health System, and University Medical Center) whenever agreeable or possible, for care continuity.

5. Patients that reach 18 years old will be provided education by their primary care provider and clinic nursing staff regarding the need for continued well care, age appropriate preventative care, and continuing disease management in their medical home.

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.

Attachment A: Patient Handbook