

## Element 5B: Referral Tracking and Follow-Up

With PCC EHR, referrals orders are initiated by a provider during a patient encounter. When ordering the referral, the clinician first chooses the appropriate referral reason from a drop-down list. In the example below, Dino is being referred to an occupational therapist for management of probable autism. The clinician chooses “Occupational Therapy” and clicks the “Order” button to order the referral:

The screenshot displays the PCC EHR interface for a patient named Dino Flintstone, aged 4 years, 2 months, with a visit on 1/15/10. The interface is titled "4-5 Years Well V2.0". The main content area shows the "Referral" section, where "Occupational Therapy" is selected in the "Order" dropdown menu. A red arrow points to this selection, accompanied by a text box stating: "A list of configurable referral reasons appear in this drop-down menu. The provider would choose the appropriate reason." Below the Referral section is the "Anticipatory Guidance Discussed" section, which includes checkboxes for "Nutrition", "Exercise", and "Safety", each with a corresponding "notes" field. The interface also features a navigation menu on the left, a patient information header, and a bottom bar with buttons for "Previous", "Next", "Bill", "Sign", "Close", "Save", and "Save + Exit".

Once ordered, the clinician indicates a “Referral Needed” task to the referral clerk to initiate the referral, adding a note specifying what the referral is for:

The screenshot displays the PCC EHR interface for a referral. At the top, the patient's name 'Dino Flintstone' and age '4 yrs, 2 mos' are shown, along with the visit date '1/15/10'. The main title is '4-5 Years Well V2.0'. On the left, a sidebar lists patient information and visit details, including 'Visit: 04/07/14' and '4-5 Years Well V2.0'. The central area is titled 'Referral' and shows an 'Occupational Therapy' referral that is 'Ordered'. The note field contains 'concerns about probable autism. Refer to PDC'. The task is set to 'Referral Needed' and assigned to 'Referral Nurse'. There are buttons for 'ADD TASK', 'DISCARD CHANGES', and 'SAVE ORDER'. At the bottom, there is an 'Order' button and a dropdown menu to 'select a referral'.

In the above example, the referral task is assigned to the generic “Referral” user (but can be assigned to a specific user). This “Referral Needed” task is automatically added to the “Visit Tasks” queue in PCC EHR.

**This visit tasks queue is used for tracking the status of referrals and represents an electronic log of outstanding (and/or completed) referrals.**

The screen shot below shows the ability for PCC EHR to identify a list of referrals ordered. The user has the ability to filter the list to include only “not completed” referrals that need to be processed, or all referrals (as we have done in this example). A count of referral tasks is included at the top.

File Edit Reports Tools Help

**PCC EHR**

Schedule (3) **Visit Tasks (7)** E-lab Results (29) Messaging (4) Signing (99+)

Count of referrals generated

Tasks: 7

Completed	Date	Patient	Visit Status (Rm.)	Provider	Order	Task	To
	04/08/14 08:29am	Lexi Jordyn Swartz	Arrived	Dr. Williams	Ophthalmology	Referral Needed Referral	
✓	04/07/14 09:21pm	Greta Moyer	Arrived	Dr. Jones	Dermatology	Referral Needed Referral	
	04/08/14 08:27am	Courtney Horricks	Arrived	Dr. Woodward	Neurology	Referral Needed Referral	
	04/07/14 09:27pm	Cole Kaminski	Arrived	Dr. Davidson	Neurology	Referral Needed Referral	
	04/07/14 09:24pm	Joshua C. Spotts	Arrived	Dr. Davidson	Urology	Referral Needed Referral	
	04/07/14 04:55pm	Heather Dile	Arrived	Dr. Davidson	Ophthalmology	Referral Needed Referral	
✓	04/07/14 04:25pm	Dino Flintstone	Arrived	Dr. Davidson	Occupational Therapy	Referral Needed Referral	

Filter to include only referral tasks

Filter to display completed, not completed or all statuses

Task: Referral Needed Location: All Locations Display: All Statuses

Assigned User: All Users Provider: All Providers Save My Defaults

By filtering these visit tasks to include only “Referral Needed” tasks, the referral coordinators can focus just on referrals that need to be initially processed.

### Factor 1: Giving the consultant or specialist the clinical reason for the referral and pertinent clinical information.

When ordering a referral, the clinician specifies the reason and, if desired, the actual specialist they want to refer the patient to from a drop-down list:

Sick V3

Appointment Details Intake

**Referral**

Order: Audiology

- Allergy/Immunology
- Allergy/Immunology - AI Dupont
- Allergy/Immunology - Dr Watkins/Penninsula Allergy (Georgetown)
- Allergy / Immunology - Patient / Caregiver must call to schedule appointme...intment. We must have 3 business days to complete insurance authorization
- Asthma Education Program
- Audiology**
- Audiology-AI Dupont
- Audiology - Hearsay (Milford)
- Audiology - Patient/Cargiver must call to schedule appointment with sp...ent. We must have 3 business days to complete any insurance authorization.
- Autism Clinic - Patient/Cargiver must call to schedule appointment with s...ment. We must have 3 business days to complete any insurance authorization.

The practice has the ability to configure a specific list of local referral options if they would like to specify the specialist and any specific insurance authorization rules or other information they want to include for that particular specialist.

When ordering the referral the clinician has the ability to enter the urgency, general purpose of the referral, and any followup communication requests in a free text note field:

The screenshot shows a 'Referral' form with the following elements:

- Referral** (Section Header)
- EDITING** (Button)
- Audiology** (Specialty) and **Ordered** (Status)
- Note:** A text field containing 'needs further hearing tests ASAP'.
- Signature Required
- Canceled
- Include on Patient Reports
- TASK:** A dropdown menu with 'Referral Needed' selected.
- TO:** A dropdown menu with 'Referral' selected.
- NOTE:** A text field with the placeholder 'enter task notes here'.
- Task Completed
- AT:** A date field with 'mm/dd/...'.
- 12:00am** (Time)
- BY:** A dropdown menu with 'enter user name'.
- ADD TASK** (Button)
- DISCARD CHANGES** (Button)
- SAVE ORDER** (Button)

The referral clerk will see the referral task on the visit task queue and process the referral, generating the relevant clinical information to send to the specialist. Typically, the patient "Health Information Summary" report is printed, saved as a .pdf to be given electronically to the patient or specialist, or emailed as a CCD-formatted file:

The screenshot shows the 'PCC EHR' interface with the 'Reports' menu open. The menu items are:

- Patient Lists
- Patient Reminders
- Continuity of Care Documents
- Health Information Summary** (highlighted with a red arrow)
- Patient Education
- Patient Visit Summary
- Clinical Quality Measures
- Meaningful Use Measures
- Phone Encounter Performance

The background shows a patient record for 'Heather' with a 'Years Well V2.0' report visible. A large black arrow points downwards from the 'Health Information Summary' menu item.

The health information summary includes patient demographics, a problem list, medication allergies, medication history, immunizations, labs, medical tests, and screenings as defined by the Meaningful Use requirements:

**Heather Dile**  
DOB: 03/26/09  
Sex: Female  
PCC #: 1856

**Address:**  
David Dile  
Rd#4 Box 842A5  
South Barre, VT 05670

**Date of Last Physical:**  
03/29/2013

**Phone:**  
Home Phone: 802-555-0135  
Work Phone: 802-555-0157  
Cell Phone: 802-555-0146  
Emg Phone: 802-555-0183

<u>Problem</u>	<u>Onset Date</u>	<u>Status</u>
Hearing problem	04/08/2014	Active

**Immunizations:**

DTaP 05/30/09, 07/25/09, 10/03/09

HIB 07/25/09

Influenza 11/04/11, 12/13/11, 11/23/12, 01/18/14

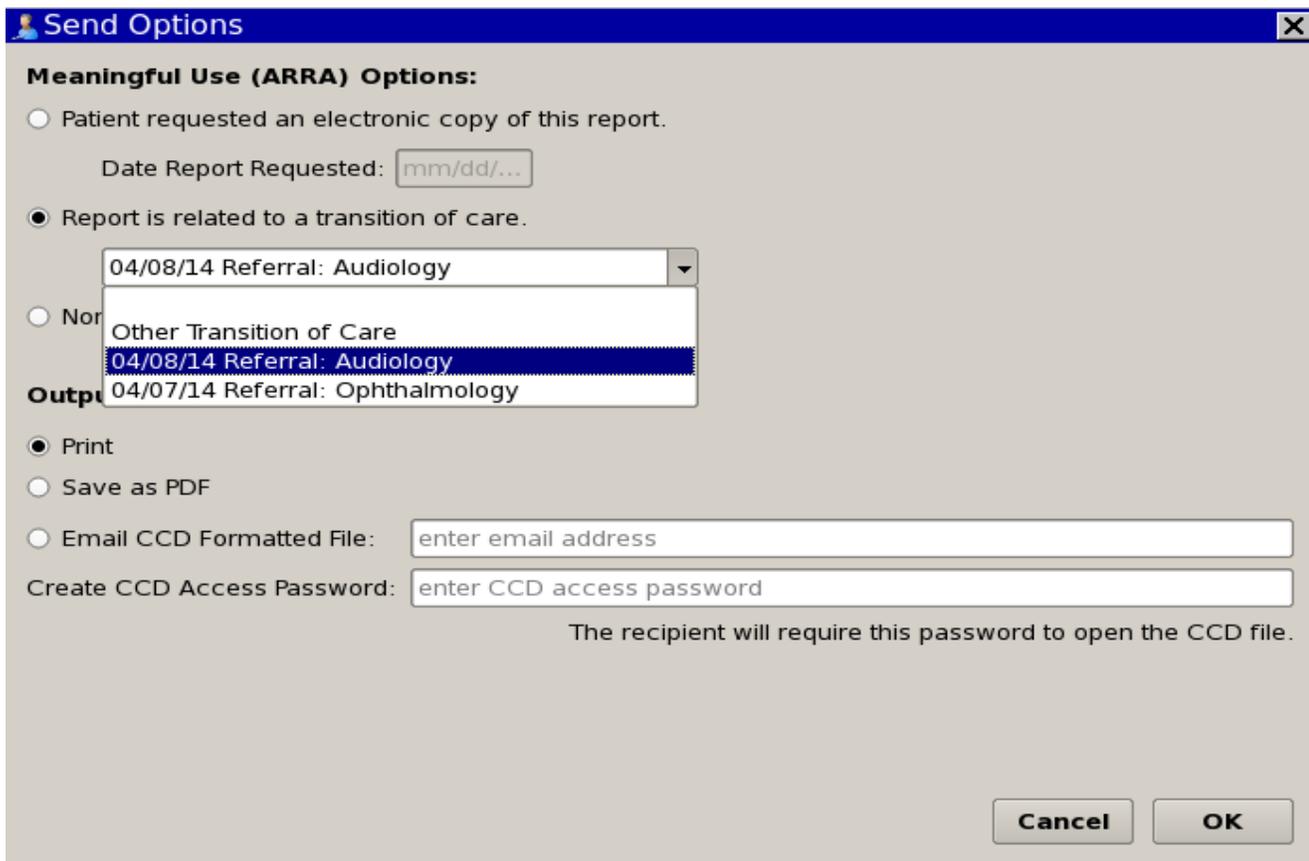
IPV 05/30/09, 07/25/09, 01/16/10

MMR 07/16/10, 03/29/13

Varicella 03/27/10

**Send to...** **Close**

The user would click the “Send to...” button in the bottom right to print, save, or email the report. When generating the health information summary, the user should specify the summary is related to a transition of care, specifying the relevant referral the summary is being printed for. This allows the practice to get credit for the Meaningful Use measure related to providing a summary of care for referrals or transition of care:



The image shows a software dialog box titled "Send Options" with a close button (X) in the top right corner. The dialog is divided into several sections:

- Meaningful Use (ARRA) Options:**
  - Patient requested an electronic copy of this report.
    - Date Report Requested:
  - Report is related to a transition of care.
    - A dropdown menu is open, showing three options: "04/08/14 Referral: Audiology" (selected), "Other Transition of Care", and "04/07/14 Referral: Ophthalmology".
  - Not a transition of care
- Output:**
  - Print
  - Save as PDF
  - Email CCD Formatted File:
  - Create CCD Access Password:

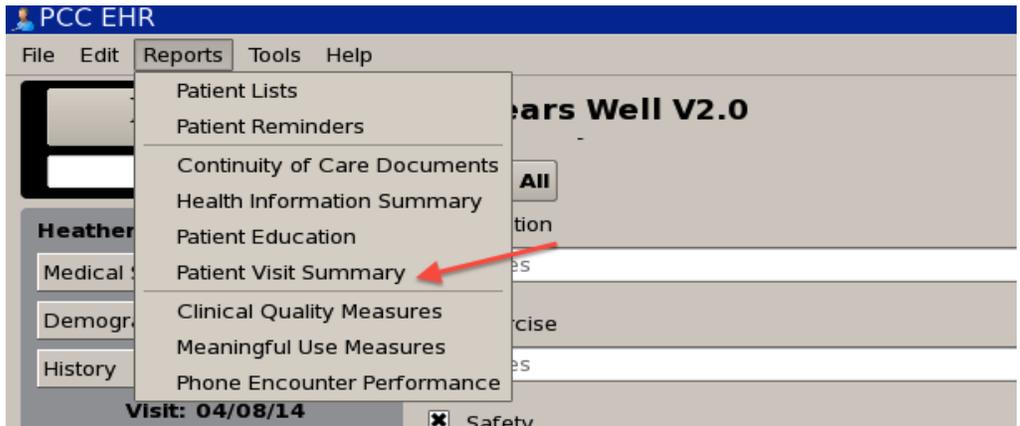
Below the "Email CCD Formatted File" and "Create CCD Access Password" fields, there is a note: "The recipient will require this password to open the CCD file."

At the bottom right of the dialog, there are two buttons: "Cancel" and "OK".

This report should be provided to the patient, faxed, or mailed to the specialist in a timely manner. Delivery method should be based on the urgency of the referral, specialist procedures and/or competency of the patient or parent to provide the document to the specialist.

The report has the capability to be sent electronically to the specialist as a CCD file by selecting the "Email CCD Formatted File:" option and specifying an email address and access password.

Additionally (or alternatively), the practice has the ability to generate a visit summary to send to the specialist if the referral is being made during a routine check-up or office visit. This visit summary includes a fully-documented chart note for the selected visit and can also be printed, saved electronically as a .pdf, or emailed as a CCD-formatted file:



### Patient Visit Summary Report

WINDSOR, VT 05404  
(800) 722-7708

**Heather Dile**  
DOB: 03/26/09  
Sex: Female  
PCC #: 1856

**Scheduled Visits:** 04/09/2014 12:30pm 5yr Well Visit  
**Date of Last Physical:** 03/29/2013

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#### Visit Summary for 04/08/2014

Fred Jones, M.D.  
Pediatrics of PCC Doctor's Office  
4-5 Years Well V2.0

**Diagnoses**  
Hearing problem

**Vitals**

Weight: 34 lbs 5 oz	(15.564 kg)	13 <sup>th</sup> percentile(CDC)
Height: 40 in	(101.60 cm)	9 <sup>th</sup> percentile(CDC)
BMI: 15.1 kg/m2		48 <sup>th</sup> percentile(CDC)

Visit Summary for: 04/08/14 4-5 Years Well V2.0

Send to... Close

