

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 software interface. At the top, the window title is "sales-demo-6.21.1 [Running]". The application header shows "PCC EHR" with a menu bar (File, Edit, Reports, Tools, Help) and a search bar with a "FIND" button. The patient information bar identifies the patient as "Dino Flintstone", 4 years and 2 months old, with a visit date of 1/15/10. The main content area is titled "4-5 Years Well V2.0" and contains several sections: "Order" (with a button and a dropdown menu for "Urinalysis"), "Radiology" (with a button and a dropdown menu for "select a radiology"), and "Referral" (with a button and a dropdown menu for "Occupational Therapy"). A red arrow points to the "Occupational Therapy" dropdown. Below the referral section is the "Anticipatory Guidance Discussed" section, which includes a "Select All" button and three checkboxes: "Nutrition", "Exercise", and "Safetv", each with a corresponding "notes" dropdown menu. At the bottom of the interface are buttons for "Previous", "Next", "Bill", "Sign", "Close", "Save", and "Save + Exit". The system tray at the bottom right shows "Logged In: pcc" and the time "04:15PM".

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:

PCC EHR

File Edit Reports Tools Help

PCC EHR

4-5 Years Well V2.0

Dino Flintstone 4 yrs, 2 mos 1/15/10 M

Referral

EDITING

Occupational Therapy Ordered

Note: concerns about probable autism. Refer to PDC

Signature Required Canceled Include on Patient Reports

TASK Referral Needed TO Referral Nurse

NOTE enter task notes here

Task Completed AT mm/dd/... 12:00am BY enter user name

ADD TASK DISCARD CHANGES SAVE ORDER

Order select a referral

Dino Flintstone PCC# 3335

Medical Summary

Demographics

History

Visit: 04/07/14

4-5 Years Well V2.0

Appointment Details

Intake

Medical Test

History

Past Medical/Social/Famil...

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:

Referral

EDITING

Audiology Ordered

Note: needs further hearing tests ASAP

Signature Required Canceled Include on Patient Reports

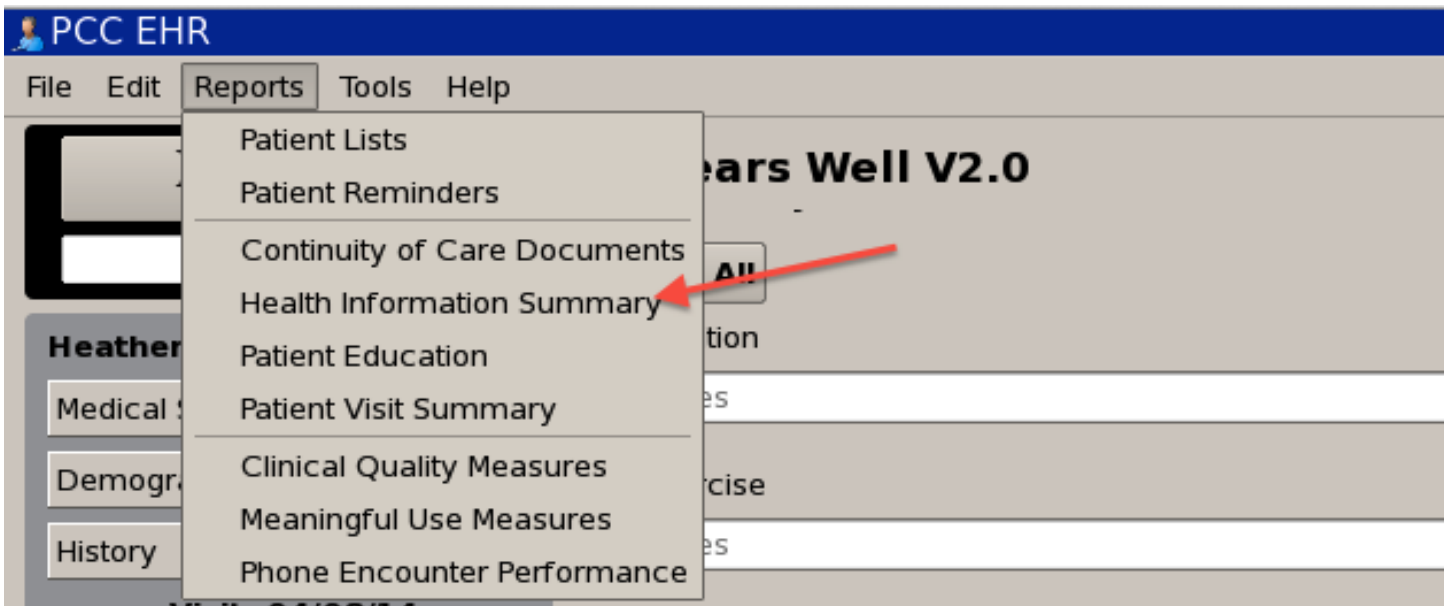
TASK Referral Needed TO Referral

NOTE enter task notes here

Task Completed AT mm/dd/... 12:00am BY enter user name

ADD TASK DISCARD CHANGES SAVE ORDER

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 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:

Send Options [X]

Meaningful Use (ARRA) Options:

Patient requested an electronic copy of this report.
Date Report Requested:

Report is related to a transition of care.

Not a transition of care

Output:

Print

Save as PDF

Email CCD Formatted File:

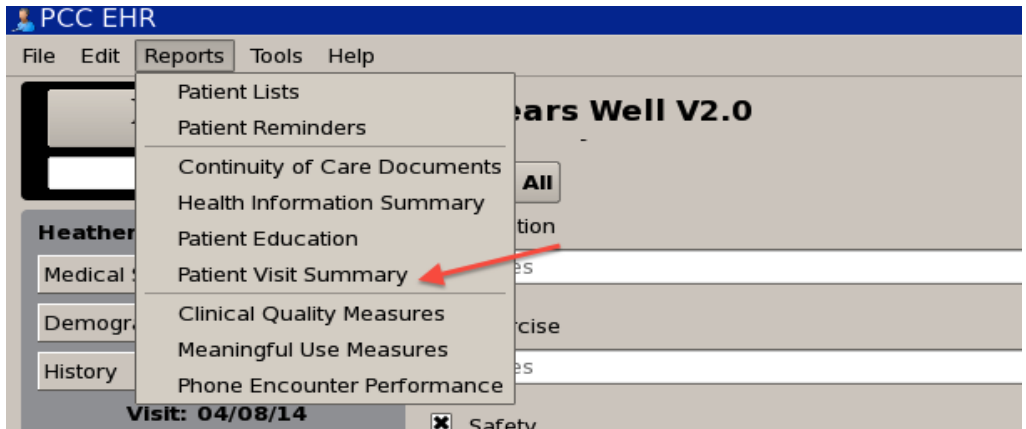
Create CCD Access Password:

The recipient will require this password to open the CCD file.

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

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 th percentile(CDC)
Height: 40 in	(101.60 cm)	9 th percentile(CDC)
BMI: 15.1 kg/m2		48 th percentile(CDC)

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

Send to... Close

Factor 2: Tracking the status of referrals, including required timing for receiving the specialist's report.

Once the referral is initially processed and necessary clinical information has been delivered to the specialist, the referral clerk marks the “Referral Needed” task as completed and then creates another “Confirm Outcome” task assigned to themselves.

This new task should include a note indicating the required timing for receiving the report and will remain open and “not completed” until a response or report has been received from the specialist.

Edit Order - Referral Orders Heather Dile 5 years 3/26/09 F

Audiology Ordered

Note: needs further hearing tests ASAP

Signature Required Canceled Include on Patient Reports

Initial task marked as completed once

TASK Referral Needed appointment scheduled and clinical information sent to specialist. TO Referral

NOTE scheduled visit w/ Dr. Johnson audiologist for Fri 4/11 at 10:30am.

Task Completed AT 04/08/14 9:20am BY Referral

TASK Confirm Outcome TO Referral

NOTE report expected by 4/16

Task Completed AT mm/dd/... 12:00am BY enter user name

New task created to confirm outcome later w/ required timing for receiving report

Back on the “Visit Tasks” queue, the referral clerk can filter the list of relevant referral tasks to include only non-completed referrals with a task status of “Confirm Outcome”. This allows them to see the referrals they need to check back on to confirm the outcome:

FIND

Counter of referral tasks based on filtered criteria below

Tasks: 2

Completed	Date	Patient	Visit Status (Rm.)	Provider	Order	Task	To
	04/08/14 09:07am	Heather Dile	Arrived	Dr. Jones	Audiology	Confirm Outcome Referral	
	04/07/14 04:25pm	Dino Flintstone	Arrived	Dr. Davidson	Occupational Therapy	Confirm Outcome Referral	

Filtered to include only referrals w/ task status "Confirm Outcome". These will need to be followed up on later.

Filtered to include only "Not Completed" referrals

Task: Confirm Outcome | Location: All Locations | Display: Not Completed

Assigned User: All Users

Provider: All Providers

Save My Defaults