PCMH 4: Provide self-care support and Community Resources

Element 4B: Provide Referrals to Community Resources

Factor 2: Tracks referrals provided to patients/families

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, Pebbles is being referred to a specific occupational therapist for management of probable autism. The clinician chooses "Occupational Therapy" specifying the office they are referring to and clicks the "Order" button to order the referral:



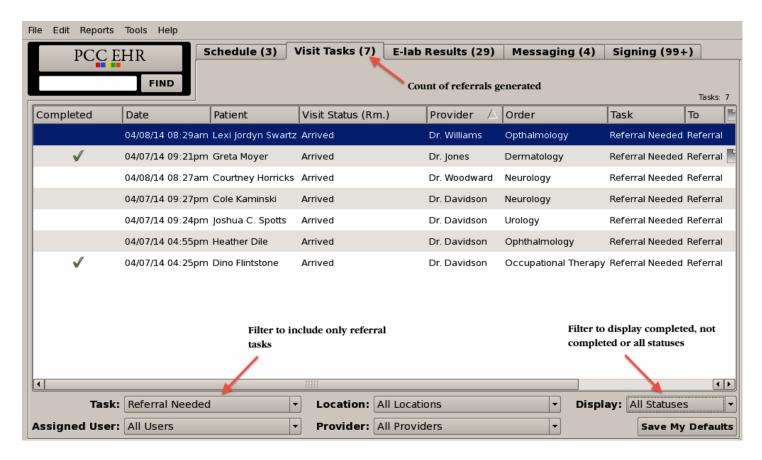
Once ordered, the clinician indicates a "Referral Needed" task to the referral clerk to initiate the referral, adding a note specifying what the referral is for:



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.



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.