

Factor 3: Following up to obtain a specialist's report.

As described in the screen shot above, the referral clerk would monitor the visit tasks queue for referrals with the status of "Confirm Outcome". If it is past the expected timing for receiving the report the referral clerk would follow up with the specialist and/or patient to ask about the outcome. This effort is documented in the referral task list as shown in the following screen shot:

Edit Order - Referral Orders **Dino Flintstone 4 yrs, 2 mos 1/15/10 M**

Occupational Therapy **Ordered**

Note: concerns about probable autism. Refer to PDC

Signature Required Canceled Include on Patient Reports

TASK Referral Needed TO Referral

NOTE Wilma wanted to contact PDC herself...gave info and will check back in a couple weeks

Task Completed AT 04/08/14 8:25am BY PCC PCC

TASK Confirm Outcome TO Referral

NOTE checked in w/ Wilma to see if she has visited PDC. Wilma says they have a visit scheduled on 4/21. Will check back after that.

Task Completed AT 04/08/14 11:34am BY PCC PCC

Referral clerk adds note indicating they followed up. This task is marked as completed and a new task is opened to follow up again later.

TASK Confirm Outcome TO Referral

NOTE enter task notes here

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

Once a report has been received from the specialist, it can be scanned and imported into the patient's medical record, attached to the relevant referral. By assigning a provider to the "Needs to be signed by" field, the provider will be informed of the incoming report on their signing queue.

Import Documents

Heather Dile 5 years 3/26/09 F

File Selection

Filename	Date / Time
000152...	04/02/14 11:21am
000151...	04/02/14 11:21am
000151...	04/02/14 11:21am
000151...	04/02/14 11:21am
000151...	04/02/14 11:21am
000151...	04/02/14 11:21am
000151...	04/02/14 11:21am
000151...	04/02/14 11:21am

File Source: All File Sources

Remove Load New Files

Preview

SO THAT WE MAY SERVE YOU BEST,
PLEASE BE AS ACCURATE AND COMPLETE WITH YOUR RESPONSES AS POSSIBLE.

Today's date: 6-16-09

The scanned report is imported into the patient chart, attached to the relevant visit and referral

The document should be reviewed and signed by Dr. Jones

A general text note can be added describing the document

File 1 of 1 Selected

00015220090708_0823070001.jpg 04/02/14 11:21am

Rotate Full Screen Previous Next

Tags

Category: Visit Note

Attach Document

04/08/14, 4-5 Years Well V2.0

Referral - Audiology

select an order

File as Unattached Document

Document Date:

Display in the Visit History Index

Needs to be Signed by Provider: Fred Jones, M.D.

Note

Report from audiologist Dr. Johnson.

Cancel Save

Once the report from the specialist has been reviewed by the provider, he/she would sign the report and advise the clinical staff if any further action or communication is to occur.