WRSS PCN Referral / Communication Workflow

FP identifies need for referral during: Patient appointment / visit Complex care visit Lab / results review Panel or other QI work with PSP FP creates referral via EMR Inform patient of referral to PCN Clinician Include relevant information in referral, i.e., · Need for home visit? Y or N Type of referral • Include specific goals & end point • Urgent or non-urgent • Medical history / collateral chart info **Clinician Receives Referral** Review referral / chart info Text / contact FP, if necessary to • i.e., discuss appropriateness, sensitive psychosocial **Clinician Schedule Appointment with Patient** Acknowledge referral received Enter appointment in schedule **Clinician Sees Patient** Assess and define goals/ care plan **EMR** Documentation Follow-up (1-3 visits) • If > 3, check with FP Task/note back to FP; i.e., if: after first visit medical urgency (call) declined care new patient concerns If clinician identifies need for "cross/lateral referral", communicate with FP, then proceed **Clinician Closes Referral** Final EMR note Clinician check-in with FP Close referral

Tips and Tricks:

- FPs and Clinicians may have set times for case conferencing and address post-visit concerns
- TBC Brief Conference Fees GPSC: **14077 Case conferencing** with at least one other physician or Allied Care Provider or **14067** *brief* Case conferencing with at least one other physician or Allied Care Provider [updated: Nov 2022]

FP Follows-Up with Patient