Mayfair Internal Medicine, P.C.
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Edith Lovegren, M.D., Ph.D.
David Bolshoun, M.D.
Molly Pickett, AGPCNP-BC

Denver Digestive Health Specialists
shedding light on gastrointestinal problems

Care Compact	*Mayfair Internal Medicine*	*Denver Digestive Health Specialists*
Referral Process	**STEP 1 (at initial office visit)** ☐ At visit, PCP discusses reason for referral to Specialist with patient/family ☐ If visit is urgent, PCP office will call Specialist office to notify of need for immediate appointment ☐ If urgent, referral is faxed prior to visit, with all pertinent information ☐ DDHS contact information is provided to patient in printed care and follow-up plan **STEP 2 (within 24-48 hours of visit)** ☐ Referral/Care Coordinator verifies insurance coverage ☐ Pertinent records and information will be included with referral form ☐ Referral/Care coordinator or PCP will send referral order and accompanying report documents via electronic summary of care ☐ Referred patient will be scheduled within 2-3 weeks of call to Specialist office unless urgent visit is indicated **STEP 3 (1 to 3 months after referral)** ☐ Mayfair Internal Medicine Care Coordinators will run reports & perform outreach to anyone who has not complete appropriate follow-up with the current referral follow up process	**STEP 1 (within 24 - 48 hours of visit)** ☐ If visit is urgent, Specialty office will schedule patient within 24-48 hours (or less) depending on urgency ☐ If not urgent, Specialty office receives referral fax information of referred patient and awaits patient our reach to schedule office visit ☐ Insurance eligibility/benefits are reviewed when appointment is scheduled by DDHS **STEP 2 (within 72 hours of initial visit)** ☐ Complete consult report will be sent back to PC office within 72 business hours of scheduled appointment this should include, follow up, continued care recommendations and other pertinent medical information **STEP 3 (on-going management)** ☐ If patient does not schedule or is a 'no-show', notification will be sent to PCP office within 30 days. ☐ If there is ongoing visits with the patient with DDHS, the specialist will send progress notes electronically (if possible, otherwise will fax) to the PCP after each appointment, ***This includes pathology reports performed by DDHS and their referring labrotories during diagnostic and routine EGD, and colonoscopies*** ☐ Upon termination of care with the patient, DDHS will notify the PCP that care has been ceased.
Patient Access	**STEP 1 (within 24 hours of visit)** ☐ If visit is urgent, PCP office will call DDHS office to notify of need for a more expedited appointment and outreach to the patient	**STEP 1 (during patient PCP visit)** ☐ If visit is urgent, PCP office will call Specialist office to notify of need for expedited appointment **STEP 2 (within 24-48 hours of visit)**

SAMPLE

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	STEP 2 (within 24-48 hours of visit) ☐ Patient will be scheduled within 2-3 weeks of call to Specialist office unless urgent visit indicated **STEP 3 (on-going management)** ☐ If patient does not schedule or is a 'no-show', notification from Specialist office will be sent to PCP office within 30 days via fax or telephone encounter ☐ Mayfair Internal Medicine Care Coordinators run reports & perform outreach to anyone who has not complete appropriate follow-up with DDHS or with their PCP	☐ Referred patient will be scheduled within 2-3 weeks of call to Specialist office, unless urgent visit **STEP 3 (at visit)** ☐ If patient needs to be seen for follow up visit – patient will schedule directly with Specialist office
Transitions of Care	**STEP 1 (at visit)** ☐ PCP informs patient of need, purpose, expectations and goals of the specialty visit ☐ Patient/family in agreement with referral, type of referral and selection of Specialist ☐ Unless urgent, PCP office provides patient with Specialist contact information and patient calls to schedule appointment **STEP 2 (within 24 hours of visit)** ☐ PCP office documents appropriate orders on referral form within the EHR that would facilitate the Specialty visit	**STEP 1 (at visit)** ☐ Reviews reason for visit with patient/family ☐ If DDHS determine that the patient needs to be referred to emergency care or hospitalized, arrangements will be made then Specialist office will notify PCP office within 24 hours **STEP 2 (within 72 hours of initial visit and on-going co-management)** ☐ Specialist office documents progress note in 'Allscripts' EHR, this will be sent to Mayfair Internal Medicine via fax for bidirectional communication regarding the patient's plan of care, up-dated diagnosis, and medication recommendations. ☐ If there is ongoing visits with the patient, DDHS will send progress notes to the PCP after each visit with the mutual patient ☐ Upon termination of care with the patient, DDHS will notify the PCP that care has been ceased.

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Patient Co-Management	**STEP 1 (within 48 hours of visit)** ☐ If ED/Hospitalization occurs that would affect Specialty care, PCP office will notify Specialist office within 48 business hours for inpatient co-management if needed **STEP 2 (On-going management)** ☐ Refills will be handled by Provider managing patient unless Specialist indicates variation on consult ☐ Resumes care of patient, outlined by Specialist, assumes responsibility and incorporates care plan recommendations into the overall care of patient ☐ Shares data/pertinent additional consultations from other care providers with Specialist	**STEP 1 (after visit)** ☐ If indicated, DDHS can refer to an additional Specialist without PCP consent unless indicated otherwise in referral **STEP 2 (within 48 hours of visit)** ☐ If the patient is referred to emergency care or requires hospitalization as determined by DDHS, the specialist will notify PCP office within 48 business hours **STEP 3 (On-going Management)** ☐ Refills will be handled by Provider managing patient unless variation indicated on consult ☐ Secondary/tertiary Specialty referrals will be documented in progress notes sent to the PCP office ☐ Specialist office documents progress note in 'Allscripts' EHR, this will be sent to Mayfair Internal Medicine via fax for bidirectional communication regarding the patient's plan of care, up-dated diagnosis, and medication recommendations. ☐ If there is ongoing visits with the patient, DDHS will send progress notes to the PCP after each visit with the mutual patient ☐ Upon termination of care with the patient, DDHS will notify the PCP that care has been ceased.

SAMPLE

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Primary Care Provider Signature / Date

_____
Specialist Signature / Date

_____
Practice Name

_____
Practice Name

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