



Provider Panel Transition Policy

Generations Family Health Center, Inc. takes pride in providing quality, consistent care and information. Continuity in care for our patients is a key component of maintaining optimum health and level of functioning

1. When a manager is made aware that a provider will be leaving the site or agency, they must also be notified expected departure date.
2. A Provider Rotation Assignment of “closed” will be made effective on the last date of employment.
3. A letter will be drafted to notify patients that their PCP will be leaving but Generations is happy to continue to meet their healthcare needs.
4. Letter will be mailed to patients who are not scheduled for an appointment between notification date and departure date.
5. Provider will notify patients during appointments that they are leaving up to 6 weeks prior to the departure date.
6. If a replacement provider is not in place prior to the current providers departure, a coverage schedule will be created to accommodate patient needs and appointments.
7. The covering provider will temporarily be named as the **Provider:** in Intergy to maintain continuity of care.
8. Per “Transitioning Provider Protocol” the alert code “Panel” will be activated in patient information in EHR.
9. Upon arrival of a replacement, all patients with alert code “Panel” will have the **Provider:** in Intergy changed to reflect the new provider as PCP thus transferring that patient panel.

Generations Family Health Center, Inc.	
Title: Provider Transition Policy	Scope: Medical / Dental/ BH
Effective: 10/1/2014	Authored By: Judi Gaudet
Approved by & date: QMIC, 9/25/2014	Reviewed: QMIC



Provider Panel Transitioning

1. As a provider transitions to another site or leaves the practice, that patient panel must be absorbed by existing providers until a replacement is hired.
2. Manager should create a coverage grid to designate which provider will be responsible for coverage of that patient panel.
3. A patient from that panel, requiring an appointment, should be placed with a provider based on the coverage schedule.
4. Patients should be made aware that the provider they will see will be temporary until the replacement for their PCP arrives.
5. To assure consistency in care for the patient throughout the transition, the provider of record should be temporarily changed to the coverage provider.
6. Patient Information, in PMS, will be edited to create an alert “Transitioning Provider Panel” using code “PANEL”.
7. Upon arrival of a replacement provider, all patients with alert of “Transitioning Provider Panel” will have provider of record changed to new provider in Intergy PMS.

