

# VALLEY HEALTH PARTNERS COMMUNITY HEALTH CENTER

## ENABLING SERVICES MANUAL

### VHPCHC Referral Tracking Procedure

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**KEYWORDS:** Referral, Enabling Services, Tracking

**SUBJECT:** VHPCHC Enabling Services Referral Tracking Procedure

**SCOPE:** Valley Health Partners Community Health Center (hereafter, VHPCHC) adopts this procedure for all Enabling Services Team personnel, including leased employees.

**SKILL LEVEL:** VHPCHC Enabling Services Team members

**DEFINITIONS:**

1. **Urgent Referral:** Referral sent from provider to Enabling Services team to complete initial outreach including documentation within 24 business hours
2. **Routine Referral:** Referral sent from provider to Enabling Services team to complete initial outreach including documentation within 72 business hours

**PURPOSE:** All VHPCHC Enabling Services members are expected to outreach to patients in a timely manner to handle patients needs as ordered by the provider.

**KEY POINTS:**

- **Urgent referrals should have initial outreach including documentation within 24 business hours.**
- **Routine referrals should have initial outreach including documentation within 72 business hours.**

**PROCEDURE:**

1. Referrals to Enabling Services Team members will be distributed to appropriate team members within 24 business hours by designated team member.
2. Referrals will be designated URGENT or ROUTINE by provider and priority can be seen in the referral order
  - a. Page 1 of referral

Status Reason System Automatically Pend	Referral Type Consultation	Referral Reasons Evaluate and Treat	Referral Class Internal
To Specialty Population Health	To Provider none	To Location/Place of Service none	To Department VHP ENAB SVCS 17 VRT
To Vendor none	Referred By [REDACTED]	By Location/Place of Service VHP VIRTUAL DEPARTMENTS	By Department VHP ENAB SVCS 17 VRT
Priority Routine	Start Date 09/21/2022	Expiration Date 09/21/2023	Referral Entered By [REDACTED]

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**Order History** Outpatient

Date/Time	Action Taken	User	Additional Information
09/21/22 0852	Sign	Lina Faberle, MA	Ordering Mode: Per protocol/standard: no cosign required

**Protocol Summary**

This study doesn't have any protocol information

**Order Details**

Frequency	Duration	Priority	Order Class
None	None	Routine	Internal Referral

**Specimen Collection Scheduled Date/Time**

Sep 21, 2022

3. Initial outreach including documentation for URGENT referrals should occur within 24 business hours.
4. Initial outreach for ROUTINE referrals including documentation should occur within 72 business hours.
5. An outreach attempt includes:
  - a. Attempt 1 – phone call and documentation
  - b. Attempt 2 – phone call and documentation within 5 business days of first attempt
  - c. Attempt 3 – send outreach letter
6. If patient does not respond to outreach attempts within 5 business days (1 week) of letter being sent, the referral can be closed with Status: Closed and Pend reason: Unable to Contact/Schedule.

Status:

Close reason:

**EQUIPMENT:** N/A

**DOCUMENTATION:** N/A

**PATIENT EDUCATION:** N/A

**ATTACHMENTS/FORMS:** None

**REFERENCES:** VHPCHC Referral Tracking Policy

**REVISION:**

VHPCHC reserves the right unilaterally to revise, modify, review, rescind or alter the terms and conditions of this procedure/intervention within the constraints of the law, by giving reasonable notice.

Approved by: <i>Kimberly Wittner MSN Administrator of Clinical Services</i> <i>Joseph L Yozviak DO, Chief Medical Officer</i>	Approval Date: 7/11/2023
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