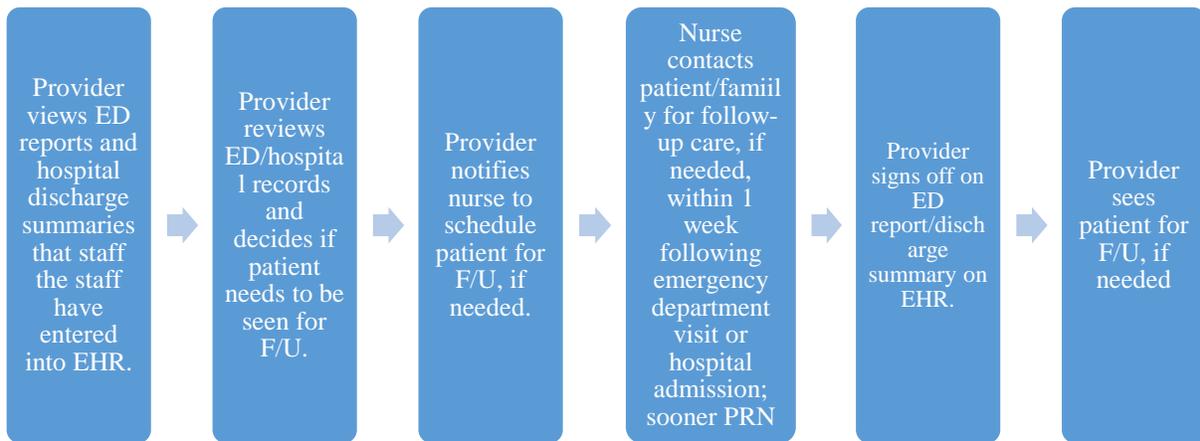


1. **Sending a patient to hospital:** At times, patients seen at the ____) require emergent care that cannot be provided here. They are sent to either Portneuf Medical Center, EIRMC, or Bingham Memorial ER's.
 - a. The provider puts a consult in the EHR and verbally notifies the staff.
 - b. The staff faxes the consult and supporting medical records to the ER. The medical records include but are not limited to: lab results, medication list, EKG's, imaging reports, progress notes and care plans.
 - c. EIRMC has an Access Center. The provider will call and give report to the ER doctor.
 - d. Portneuf has Lightbeam, and the provider will follow the patient through there system.
2. **Monitoring Patients in hospital:**
 - a. If ____ has sent pt to hospital they will monitor their progress through communication to hospital. This may include:
 - i. Fax updates with pt charts and/or status
 - ii. Phone calls to provider
 - iii. Communication with hospital is key to ensure quality care and continuity of care after the patient is discharged
 - b. If a patient goes to the hospital __ receives notification from hospital
 - i. PQA portal for Portneuf
 - ii. Lightbeam for CCM patients
 - iii. Notification faxed by EIRMC
 - iv. Other communication from hospitals may include, but is not limited to fax, phone call, EHR message, etc.
 - c. Patient may also notify provider
 - d. The practice provides a report to other providers associated in care as needed.
3. **Request for ____ to send records to hospital:**
 - a. The ____ staff receives a telephone request for records from the hospital.
 - i. The staff member will ask and confirm the specific information that the hospital is requesting.
 - ii. They will look up the patient in the Electronic Health Record (EHR) to confirm they are an active patient and that we have the information available.
 - iii. They will then fax the information (including, but not limited to: lab results, medication list, EKG's, imaging reports, progress notes and care plans) immediately, or by close of business that day.
 - b. The staff receives a faxed request for records from the hospital.
 - i. If the faxed request is not specific, the staff member will call the hospital and ask for the specific information they are requesting.
 - ii. The staff member will look up the patient in the EHR to confirm they are an active patient and that we have the information available.
 - iii. They will then fax the information (including, but not limited to: lab results, medication list, EKG's, imaging reports, progress notes and care plans) immediately, or by close of business that day.

4. **Obtain discharge summaries:** Emergency Room Reports and Admission Notices are received via fax in the front office of _____.
 - a. The staff members look up the patient in the EHR to determine who their Primary Care Provider (PCP) is, and make sure the report is in the correct provider's name.
 - b. The report automatically goes to the provider's task list in Practice Fusion where the provider can review the report.
 - c. The report then goes directly to the patient's chart in Practice Fusion.
 - d. All hospital documents that are received are scanned into the patients chart in Practice Fusion.
 - e. If ER report is not received within one week, the staff will contact the hospital weekly



until a discharge summary/report is received.

5. _____ **Conducts Follow-Up Care**
 - a. For Portneuf hospital this process may also be done via their Lightbeam system.

DATE	ANNUAL REVIEW/ SUMMARY OF CHANGES	APPROVED BY