

Physician Practice Connections—Patient Centered Medical Home

ELEMENT 7A: Referral tracking

4 pts

LIMITED
Electronic Systems



The practice seeks to improve effectiveness, timeliness and coordination of care by following through on critical consultations with other practitioners.

When a physician orders a referral for a patient, it is important to have a system in place to track the status of the referral until the results are returned to the originating physician for evaluation—especially when the referral is critical to a patient’s care. This standard looks for a tracking system for critical referrals that note the origin, tracking status and administrative and clinical details of a referral.

EXAMPLE * Documentation

Consultant Flow Sheet																	
	A	B	C	D	Date		Ordering Provider					Test or Appointment	Symptom or Location	Staff Initials	Date		
	DATE	NAME	Consultant/Diagnosis	Date reviewed	Today's	Of	Rienzi	Buino	Tenneau	Kalla	Murphy	Ritterband	Hyde	Ordered	Diagnosis	Facility	Results
1																	
2			ALLERGIST / ALLERGIES/ASTHMA												Gallbladder	Dr.	
3			SCALD / LOST ARM		02/02/05	02/07/05	21932	x						Surgery	Disease	Jones	vw
4			PAINMAN / SHOULDER PAIN	5/6/05										Ortho	Shoulder	Dr.	
5			DERM / EPID. NEVUS		02/02/05	02/09/05	21932	x						Consult	Pain	Smith	vw
6			CHST / W/PTER A. UNDET														
7	5-13		DERM / ATYP. NEVUS		02/02/05	Fxd Info	30198	x						Endo	Enlarged	Dr.	
8														Consult	Goiter	Smythe	vw
9																	

*This is an example and is not an endorsement of a specific software or format.

ADDITIONAL RESOURCES

- American College of Physicians PCMH page: http://www.acponline.org/running_practice/pcmh/
- American Academy of Family Physicians PCMH page: <http://www.aafp.org/online/en/home/membership/initiatives/pcmh.html>
- American Academy of Pediatrics Medical Home Resource page: <http://www.medicalhomeinfo.org/tools/providerindex.html>
- American Osteopathic Association Home page: <http://www.osteopathic.org/index.cfm>
- NCQA’s PPC-PCMH Home Page: www.ncqa.org/ppcpcmh.aspx
- ORDER PPC-PCMH Standards and Survey Tool: www.ncqa.org/ppcpubs.aspx
- NCQA Customer Support: customersupport@ncqa.org

