

IPRO 340

Improving Health Care Information Systems for a Community Health Network

The Ideal Referral Process

Color Code
 Steps already used by all health centers = Blue
 Steps used by some health centers = Pink
 New steps that we recommended = Red

Key Words:

1. MA: medical assistant	8. referral log binder
2. AMC: ACCESS managed care	9. within network, partner, outside of network list
3. PCP: primary care provider	10. referral consult
4. standard referral form	11. standard form of appointment information
5. referral appointment	10. pre-viewed consult bin
6. follow up appointment	11. post-viewed consult bin
7. referral log sheet	

Problems addressed:

- 1.) Time
- 2.) Continuum of care
- 3.) Cost

