

## How to Refer ED Patients to Transition Clinic

### 1. Determine eligibility.

- a. Adults  $\geq$  18 years old.
- b. **Hospital admission to any CHS facility within the past 30 days** (identified via the Bounceback Icon in LaunchPoint and/or a quick chart biopsy).



- c. If admitted again, the patient would be a CHG admission (i.e., recent trauma or surgical patients who present with acute medical concerns are eligible).
- d. Complaints / health needs are NOT primarily psychiatric or pain related.
- e. Clinically appropriate for discharge (i.e. provider does not find clear admission indications).

### 2. Discuss with the patient – explain the process and ensure willingness to follow-up.

***Patients can and should be referred even if they have their own PCP's!***

### 3. Obtain the best contact phone number from the patient.

### 4. Do the following:

- a. *Mon – Thurs, 11a – 7p*: Call Josie at extension 5-4001, ask her to advise her of patient requiring Transition Clinic followup.
- b. *Fridays/Weekends, Afterhours*: utilize the usual fast track referral form, and check the box marked for “Transition Clinic”.
  - i. **Please make sure to affix a patient label, and return the form to the appropriate folder in your section of the ED.**
  - ii. **Please make sure to legibly write the patient’s best phone number.**
- c. *[OPTIONAL Direct Referral / Provider Message]*: You may directly refer the patient using the message system in Cerner. Send a new message to “CMC Transition Clinic, Referrals” – make sure to link the patient’s chart to the message, and include a short note, the patient’s best contact phone number, and mention that this is an ED Referral.
  - i. ***If you self-refer, please ALSO fill out the ED Fast Track form and check the “Cerner Message Sent by Physician Box”***

### 5. Provide discharge instructions: Print out the attached PDF files to provide to the patient. Direct implementation into Depart Workflow coming soon.

### 6. Advise the patient: that he/she should expect a phone call within 24 hours from the Transitions Clinic (if on the weekend, expect call on Monday morning).