

HEALTHWEST

Procedure

No. 06-011

Prepared by:

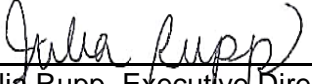
Effective: October 8, 1999

Revised: May 25, 2018

Cyndi Blair, Chief Clinical Officer

Subject: Coordination of Care with Primary
Care Physician from Intake
through Discharge

Approved by:



Julia Rupp, Executive Director

I. PURPOSE

HealthWest shall provide specific documentation to the primary care provider after a referral is made on an individual they are serving through the end of the treatment episode/discharge.

II. APPLICATION

This procedure applies to all HealthWest service programs/employees.

III. PROCEDURE

- A. When HealthWest receives a referral for services from a primary care provider, the HealthWest support staff will contact the individual/parent/guardian to schedule an intake appointment (children) or provide the agency's hours for a "walk-in" assessment (adults).
- B. All documentation related to the initial telephone contact with the individual will be forwarded to the primary care provider by HealthWest support staff, assuring adherence to Policy and Procedure 04-002, "Disclosure of Consumer Information".
- C. HealthWest nursing staff will request medical records from the primary care provider's office at the time of the initial appointment and annually thereafter. Nursing staff will also be given the completed Health Screen (form C073) for review after the consumer's initial appointment with their primary worker and on an annual basis. The nurse will follow up with the primary care provider for any physical health issues documented on the Health Screen.
- D. Documentation related to the consumer's episode of treatment will be forwarded to the primary care provider by the HealthWest support staff. Such documentation includes, but is not limited to, CANS/ANSA, psychiatric evaluations, medication reviews, transition/discharge plan, list of medications, etc. The process established in Policy and Procedure No. 04-002, "Disclosure of Consumer Information" will be

followed.

- E. When a decision is made to discharge a consumer from HealthWest services, the primary worker must assure accommodations are made for a smooth transition to the individual's primary care provider:
 - i. Whenever possible, the primary worker/team nurse will contact the primary care provider to begin the transition process, to include identifying the medication monitoring needs of the consumer. Additionally, they will schedule an appointment with the primary care provider prior to the discharge. If the primary care provider's office expresses concerns related to assumption of the medication monitoring, the primary worker/team nurse will make arrangements to attend the first appointment at the primary care provider's office.
 - ii. When completing the Transition/Discharge Plan, the primary worker will assure all areas of the document are completed, to include indicating the consumer's medication status, i.e. "see attached medication list, "no medications prescribed during this current episode," or "never saw a HealthWest prescriber". Additionally, whenever possible, the Transition/Discharge Plan must also include an appointment date with the primary care physician's office. If requested by the primary care provider's office, the Transition/Discharge Plan can be forwarded to their office before it is finalized/approved by the primary worker/supervisor.
 - iii. When the Transition/Discharge Plan is processed by support staff, a copy of the Plan and list of current medications (if applicable) will be forwarded to the primary care provider.
- F. Should a consumer need a follow-up appointment at HealthWest after being discharged from services for either a medication change or an adjustment to an anti-psychotic medication, the HealthWest Medical Director will be available to provide a one-time consultation as needed.