Continuity and Coordination of Care

Do you have measures in place to monitor the length of time between requests for special services and confirmations/denials for services?

Do you have set procedures for transfer of clinical information to and from specialty providers?

Do your patients receive some sort of visit summary after their appointment in your office?

Do you have measures in place to elicit/obtain information from patients about care received by other providers, hospitals, urgent care, and other facilities, including prescriptions, tests, changes in health status, or other information?

Do your patients’ charts have current medication and allergy lists?

Do you have some sort of concurrent report that is attached to the patient’s chart for a scheduled visit that lists all of tests, treatments, referrals, or procedures that are due?

Does someone review the patient’s chart before a scheduled visit to ensure that it is complete and any tests that need to be performed have been completed and interpreted?

Do you have someone contact patients after hospital or ER discharge to coordinate further care and update medication lists?

Do you have someone versed in health plan benefits that can assist patients in coordinating their care?

Do you identify at-risk patients so that care coordination can be arranged for them?

Is patient contact information routinely updated?

Does someone follow up to investigate the cause of a missed appointment and document follow up in the medical record?