Specialist Referrals to Children's Hospital

Tasks

- Identify need for specialist
- Make quick contact with specialist for advice
- Choose CHB specialist
- Call CHB specialist directly
- Ask office staff to call CHB department
- Provide contact information to parent
- Ask office staff to contact CHB Liason Service
- Communicate appointment details to parent
- Receive automatic fax notification of new appt
- Issue insurance referral
- Send medical history with parent
- Send medical history by mail
- Send medical history by fax

Frequency

- Regularly
- Varies
- Varies
- For same or next day appointments
- For near–term appointments
- For longer term appointments
- Rarely
- Every referral
- Varies based on practice preferences

Challenges

Resources

- CME sessions
- Quick phone call for advice
- Personal relationships (past referrals, friends)
- Infectious disease hotline
- E–mail
- Trained at CHB
- Believes in "Children's" hospitals
- CHB Provider Directory
- Personal notes written in provider directory (back lines, etc.)
- Experience making appointments (back lines, etc.)
- Liason service
- Notification service?
- Referral web service?
- Fax notification about new appts
- Some departments have clear data demands (growth charts, etc.)

Follow Up After a Specialist Referral

- Patient never sees specialist
- Receive phone call from specialist
- Receive notes by e–mail (Atrius)
- Receive fax of visit note
- Receive formal visit note by mail
- Answer patient questions

- Occasionally
- Varies by specialist
- Varies based on practice preferences
- Regularly

- EMR reminder to follow up with pt
- Written note in pt record to follow up
- CHB notification system?
- CHB notification system
- Scan to EMR