

Ambulatory Referral to Community Resources (REF301) Order for PCMH Clinics.

You're Affected By This Change If:

You are a provider at a PCMH Clinic and would like to connect your adult patients to community services for unmet social needs that are affecting their health and which may increase a patient's risk for recurring hospital stays.

Summary: What Changed and Why

The addition of a Primary Care Liaison (PCL) was implemented to assist providers in minimizing the risk of rehospitalization by connecting referred patients to available Community Resources. PCMH providers, including nurses and social workers, can request an **Ambulatory Referral to Community Resources**, which will populate in the workqueue manned by the PCL. The PCL will follow up with the patient using the information entered in the referral, and will notify the PCMH provider of outcomes.

Completing Details in the Order Composer

★ Details you will not have to change:

- Class will always be **Internal Referral**.
- To dept spec field will remain **Geriatric Medicine**.
- Status should remain **Future**.

🖱️ Responses you will choose based on patient history and needs:

- Answer **Yes** or **No** to the prompt of Recent/Recurrent Hospitalizations.
 - This will assist the PCL with tracking and follow up.
- Choose one or more of the requested **Community Resources** for your patient from the list.
 - Available options include:

- ✓ **Housing**
- ✓ **Transportation**
- ✓ **Legal Resources**
- ✓ **In-Home Services**
- ✓ **Food Insecurity Resources**
- ✓ **Family Caregiver Resources**
- ✓ **Other (option to add more details will open upon selecting)**

Ambulatory referral to Community Resources [Accept] [Cancel]

Class: Internal Referral [Internal Referral] [External Referral]

Referral: To dept: [Geriatric Medicine] [Geriatric Medicine]

To dept spec: [Geriatric Medicine]

To provider: [Specialty Services Required]

Reason: [Specialty Services Required]

Priority: [Routine] [Urgent] [Elective]

Recent/Recurrent Hospitalizations? [Yes] [No]

Identify Community Resources for patient to receive assistance:

Housing Transportation Legal Resources In-Home Services

Food Insecurity Resources Family Caregiver Resources Other

Status: [Normal] [Standing] [Future]

Expected Date: [Today] [Tomorrow] [1 Week] [2 Weeks] [1 Month] [3 Months] [6 Months]

Expires: [5/14/2021] [1 Month] [2 Months] [3 Months] [4 Months] [6 Months] [1 Year] [18 Months]

Show Additional Order Details

[Next Required] [Accept] [Cancel]