HIE - Closed-Loop Referral Process

Phase 1

Primary Care Physician

Admin – Specialist's Office

- Receive referral
- See who has availability
- Contact patient to make appointment
- Yes
- Write consult note
- Send clinical note to PCP
- Make appointment

No

- Follow up with patient if applicable
- Follow up with PCP and/or specialist as appropriate
- Receive and review clinical note
- Send reminder to patient
- Notify patient of test results and/or need for follow up?
- Yes
- Discuss test results and/or follow up with specialist
- Receive treatment for condition
- Discuss condition and need for specialist appointment with PCP
- Determine that patient should see a specialist
- Attend appointment
- Receive reminder
- Conduct appointment/examination of patient
- Add info to EHR
- Notify patient

No

- Follow up with patient if applicable
- Potential bottleneck: phone tag
- Potential bottleneck: finding time to review
- Opportunity: method of transmission – use HIE
- Send referral
- Treat patient if applicable
- Treat patient if applicable

Potential bottleneck: Insurance issues

PCP Office

Specialist Office

Patient