

USE CASE 2 – Patient Referral

Description of Use Case:

This use case describes the situation where a patient is referred to another care provider. The health information systems of the two provider organizations should be able to successfully transfer a notification of the patient referral. The notification may include important patient data elements that facilitate the effective transfer of the patient's care from the first provider organization to the second.

- Communicate a patient referral to an external organization
- Similar to a transition of care
- Includes provider to provider referral using DIRECT

Goals:

To be able to electronically send a referral for a patient from care provider A to care provider B with the appropriate patient demographic, administrative and clinical data to ensure a smooth transition of care.

Identify the Actor(s) Involved: Who is sending and/or receiving this information?

Identify people or things outside the system that act on the system (primary) or are acted on by the system (secondary). Primary actors invoke the use case and benefit from successfully completing it. Actors can be people, systems, objects, etc. Briefly describe the role of each actor. Provide a description of both.

Primary Actors:

- Sender
- Receivers

Use Case Specifics

Preconditions/triggers:

- Specific patient requirement
- Consult is necessary

Basic flow

- Patient status changes which requires additional care
- Provider organization creates referral to XYZ organization
- Documentation and payor authorizations required for the case are transferred to the provider organizations
- Acknowledgement from the receiving provider organization is received
- Receiving provider organization responds to accept or decline the referral

Alternate flow

- Receiver does not acknowledge referral – manual process

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- Receiver declines referral

Are there post conditions that will be true about the system after the use case has been accomplished? List them.

- Referring entity is informed
- Demographic update to the patient record
- Both provider organizations have updated records

Key Resources Recommended:

- Set of resources that must be made available and/or configured to execute the use case. Data, services, systems, etc.

1. Secure method of bi-directional communication between provider organizations
2. Policy and procedure for method of transmission and data content
3. Formal provider agreement in place