

PRESS RELEASE (disclaimer: for visioning purposes only. This document may not reflect the current state of the solution)

UC Davis Health Patient Contact Center announces new tool to improve transparency for patients seeking information about their specialty care referral

With MyReferral Navigator, patients will have increased visibility into every step of the referral process.

SACRAMENTO – (THE SACRAMENTO BEE) – JANUARY 1, 2024 – In a breakthrough for patients in need of specialty care, the University of California Davis Health Patient Contact Center (UCDH PCC) has announced a brand-new tool that will increase transparency in the referral process. Fully integrated with the widely used MyChart application, MyReferral Navigator provides patients with real-time, descriptive updates on their referral and appointment statuses.

Patient Contact Centers around the US are vital in facilitating patient care coordination, whether it be through scheduling appointments, connecting people to specialty care providers, or providing access points for customers to the clinical system. At UCDH, one of the PCC's primary responsibilities is processing referrals, or requests from a Primary Care Physician (PCP) to a specialist to assess a patient's condition or accept him/her as a new patient. However, a complicated network of insurance systems, disconnected processing steps, disparate communication tools, and a general lack of public understanding around the referral process have generated frustration within the patient population, who often feel uniformed, abandoned and desperate as they seek the specialty care they need.

The MyReferral Navigator tool addresses this issue by providing patients with clear, real-time updates regarding the status of their referral(s), including a "red light/green light" feature that gives the referred individual a clear, color-coded indication of their referrals' progress. Patients may use MyReferral Navigator to view anticipated appointment dates, the status of their insurance claims and inquiries, and any outstanding tasks or forms to be completed by them or their PCP. To ensure that patients feel as informed as possible, users have the option to receive text alerts sent from the MyReferral Navigator tool to their phones before receiving a call from the PCC to alert them that their referral has been processed.

"For so long, patients have been complaining about feeling 'ghosted' by an opaque referral process, and often experience anxiety and frustration about the status of their upcoming appointment for weeks on end," says Jordan Franck, Executive Director of Patient Access at the UCDH PCC. "MyReferral Navigator provides a direct link between the patient and the Contact Center, reducing the need for patients to contact the PCC for referral status updates and giving them the information they need to feel confident that they are on the path to receiving the care they're seeking."

To access their MyReferral Navigator profile, patients simply log into their existing MyChart account created by their PCP and click on the MyReferral Navigator page. There, they will have the option to see a color-coded overview of the progress of their referral within the PCC, or click into specific sections that delve into their referral timeline, insurance status, and outstanding tasks to be completed by them or their PCP. If a patient has additional questions regarding their referral status, he or she may simply select the "Contact A Representative" option, which will connect them to a chat line with a PCC staff member.

"After I was referred to a cardiac specialist by my PCP, I was feeling pretty hopeless," says Jennifer Smith, 32, of Phoenix, Arizona. "I had no idea where my request was in the queue, or if my insurance would even be accepted. It didn't help that I was dealing with a health system in a completely different

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state. With MyReferral Navigator's up-to-date insight into where my referral stands, I feel like I can finally breathe again."

To learn more about MyReferral Navigator, contact your local Primary Care Physician.

FAQs

Internal

- Who will fund the development of MyReferral Navigator?
- Who will be responsible for maintaining MyReferral Navigator?
- Who will be responsible for integrating MyReferral Navigator with the MyChart application?
- How will this affect the day-to-day work of PCC representatives?
- How will we account for the numerous complex insurance processes in the application?
- Will MyReferral Navigator allow us to communicate directly with patients? What about PCPs?
- How will PCPs participate in the process? Will they be able to directly contribute or give updates?
- Who will be responsible for updating patients' MyReferral Navigator pages? Will this be an additional responsibility for PCC representatives?
- Are there any ways to prevent PCP interference that might generate conflicting or inconsistent information on a patient's MyReferral Navigator page (ie changing a referral status to "urgent," manually overriding acceptance, etc.)?
- Where will this fit into the PCC workflow?
- Are patients able to contact the PCC through MyReferral Navigator?
- How are we measuring success for this product?
- How long will development take?

External

- How do I sign up for MyReferral Navigator?
- What kind of data will I need to share with MyReferral Navigator?
- Am I able to use MyReferral Navigator to talk directly with PCC staff? What about my PCP?
- Do I need to personally enter my insurance or medical information into MyReferral Navigator?
- Is there anyone I can contact if my referral status is "red" (ie experiencing delays)?
- Can I use MyReferral Navigator to contact my specialist directly?
- Are there tools within MyReferral Navigator to educate myself on the referral process?
- How is my insurance information accounted for in MyReferral Navigator?
- Does MyReferral Navigator work across state lines?
- Who can see/access my MyReferral Navigator page?
- Do I need to do anything to link my MyChart account to MyReferral Navigator?
- Do I need to pay to use MyReferral Navigator?
- How will I be alerted if there's a change to my referral (text message, email, push notification, etc.)?
- What if I don't have a preexisting MyChart account?