***Practice Name:***

**Address:**

**New Patient Orientation Policy**

Dated: 4/3/17

**Goal:** Making the transition for new patients as seamless as possible.

Front Desk personnel, who are the point of contact, will:

* Aid patient in the selection of their PCP, who will act as patient’s practice team leader. PCP criteria will be discussed, including, but not limited to, the following:
  + Gender
  + Languages spoken
  + Availability of schedule
  + Sub-specialization
  + Accepts insurance
  + Outside recommendations
* It is the policy of our practice that at least 65% of patient encounters should be with the patient’s PCP. AC-11
* Provide Medical Home Brochure
* Help patient contact previous provider for transfer of records
  + Contact previous provider for paperwork necessary for record transfer
  + Help patient fill out forms and send back to previous provider
  + Set alert in patient electronic medical record prior to next visit and follow up
  + Repeat if necessary
* Discuss insurance options if patient is uninsured
* If patient is transitioning from another pediatric practice, in addition to steps above,
  + Obtain transition/transfer plan from previous practice
  + Review transition/transfer plan, call previous practice if there are any holes or ambiguities in plan