

HOSPITAL & EMERGENCY DISCHARGE APPOINTMENT REQUEST PROCESS

The USA Health, Centralized Referral Team, supports a process for scheduling post-discharge follow-up appointments with USA Health providers to expedite hospital patient discharge. This process applies to established or new USA Health Physician Enterprise patients.

To request post-discharge follow-up appointments, for hospital patients, call (251) 910-1183

- This **priority provider discharge request line** will be answered during regular business hours, Monday – Friday, 8am – 5pm by a member of our Centralized Referral Team. All requests during that time will be processed immediately while on the telephone.
- Team member will answer directly with the greeting, “Thank you for calling the hospital discharge priority line, my name is (share name) how may I assist you today?”

Process for USA Health Faculty/Academic Practices - through the EHR (reference practice list)

- Hospital providers/staff requesting post-discharge follow-up appointments through Cerner should send an electronic message through Cerner to the **Care Access Hospital Discharge Requests** pool.
 - If a request is made **by 4:00pm - during normal operating hours**, an appointment will be scheduled same day. Confirmation of that appointment will be sent in response to the original request.
 - If a request is made **after-hours**, an appointment will be scheduled by 10:00am the next business day. Confirmation of that appointment will be sent in response to the original request.
 - If a request is made **over the weekend**, the request will be completed on the next business day by 10:00am. Confirmation of that appointment will be sent in response to the original request.
- Requests should be entered using the **Hospital Discharge – Clinic Follow-Up Appointment Request** template in the Message Center; hospital providers/staff should complete the requested information in its entirety, to ensure the patient is scheduled with the correct practice/provider within the timeframe appropriate for their condition.
 - Include the department/division needing scheduled with;
 - Discharge Diagnosis;
 - The requested date/time or time frame based on the clinical assessment of the care team;
 - 0-3 days is **STAT**.
 - 3-5 days is **urgent**.
 - 5 or more days is **next available**.
 - 10-14 days for **CHF clinic**.
 - Primary diagnosis must be heart failure
 - Cardiology consult required
 - Who is the provider requesting the appointment; (For ED discharges, please include location.)
 - Patient contact numbers (include multiple if necessary).
 - Comments – Include any additional information relevant to the patient’s needs post-discharge
- Hospital providers and staff can contact the Centralized Referral Team via the priority provider discharge request line **(251) 910-1183**, during regular business hours with any questions.

Process for USA Health Community Practices - requests must be made by phone (reference practice list)

- Currently the Centralized Referral Team does not book appointments for all USA Health Community Practices; therefore, any calls received will be transferred to the clinic with a warm handoff of the call.
- Hospital Providers and Staff can also call the TCM (transitional care management) team. The TCM team is available Monday – Friday, 8am – 4pm at (251) 378-6273 and via voicemail after hours, nights, weekends, and holidays. Patient appointments will be scheduled on the next business day.

Accordia Health (Family Medicine)

- For patients needing to follow up with an Accordia Health (Family Medicine) provider call the Family Medicine clinic at (251) 434 – 3475.
- For faxed orders and requests contact the Accordia Health referral team via fax at (251) 302–0447.
- After-hours: Call the Family Medicine clinic, (251) 434 – 3475, messages are taken by the answering service after-hours, nights, weekends, and holidays then forwarded to the clinic.

Mobile Heart (Cardiology)

- For patients needing to follow-up with a Mobile Heart (Cardiology) provider call the Mobile Heart clinic at (251) 873-6280.
- After-hours: call the Mobile Heart clinic, (251) 873-6280, messages are taken by the answering service after-hours, nights, weekends, and holidays then forwarded to the clinic.
- NOTE: Heart failure patients should be referred to the Mastin Internal Medicine CHF clinic if their primary diagnosis is Heart Failure and they were consulted by a cardiologist inpatient, only.

Non-USA Health Providers

- The centralized referral team only schedules appointments for USA Health providers currently.

Unattached patients (those that do not have a primary care provider notated in the EHR) with Medicaid or those that are self-pay patients should be referred to:

- A Federally Qualified Health Center (FQHC) for establishing with a primary care provider: Accordia Health or Franklin Primary Health Center.
- Stanton Road Clinic – Resident Primary Care Clinic

Faculty/Academic Practices:	Community Practices:	
Digestive Health Center Internal Medicine (Mastin and Stanton Road Clinic) Neurology Neurosurgery Orthopedics Pediatrics (general and specialty) Surgical Specialists (Mastin, ENT, Plastics/Reconstructive, Surgical Oncology, and Trauma) Urology Women's Health (general, maternal fetal medicine)	Citronelle Primary Care Coastal OBGYN Cottage Hill Primary Care Dermatology Endocrine & Diabetes (midtown and eastern shore) ENT & Facial Plastic Surgery Family Practice Associates Hillcrest Primary Care Integrative Health Mobile Diagnostic Clinic (internal medicine, asthma and allergy, lipidology, rheumatology, & psychiatry) Pediatric Associates	Providence Airport Primary Care Providence Bariatrics Providence Endocrinology Providence Gastroenterology Providence Podiatry Providence Surgical Services Schillinger Primary Care Semmes Primary Care Snow Road Primary Care South Coast Family Practice Tillmans Corner Primary Care University OBGYN West Mobile Medical Group

***Please allow sufficient time for referrals to be processed before requesting status updates. For escalations and questions, please contact Heather Stokes and Carrie Pace.**