



Endocrinology + Primary Care Practices Care Coordination Projects



Cedar Bay Medicine PC

PCP and Endocrinology Referral Process

Dr. Opada Alzohaili, M.D., F.A.C.E



The lack of proper coordination between endocrinology providers and PCP referrals

Root Causes

- 1. Different EMR systems. This causes issues and delays us receiving referrals for the patients and miscommunication with the providers
- 2. Not sending consultation notes for patient This also causes delay in the treatment for the patient as well as not having a full overview of the patient's conditions.

Importance

It's important to resolve so we can have better patient care and coordination between the offices. It is extremely important for diabetic patients to avoid delay in their treatment.

Goals

Goals included sharing notes, avoid repeating labs, avoid complaints and reduce ER visits. So far, the communication has been more clear and patient results/information is more readily received. More appointments have been made for the patients in a timely manner.





Current State

We decided to use a better fax and e-referral method for communication. In the event of an emergency, patients can also be seen that same day. The ability for providers to text one another in the event of an emergency and have direct emails is what has changed.

Successes

Success we've experienced includes referral volume increase between providers and PCPs. We also experienced more clear communication and referral timeliness.

Barriers

A better mechanism is required to get lab reports. If you can assist by opening an API system that allows physicians to view and access patient labs if you need assistance. This reduces the need for repeating labs and their associated expenses. In order for patients to understand why they are visiting the PCP, the PCP should also give them access to their lab results and records prior to their visit.

Recommendations

- A referral email
- Focus more on e-referral
- Designate one person to track and follow up on them