

## REFERRALS TO CONSULTANTS POLICY

Objective: To assist the patient in navigating continuity of care and continued treatment recommendations.

Policy: Staff will assist patients in making their appointments before leaving the office.

Procedure:

Consultant receives the following:

- Documentation of the reason for the referral
- Current progress notes
- Current lab/diagnostic test results
- Documentation of the need for either a transfer of care or consultation only
- A request to notify the office if the patient fails to keep the scheduled appointment.

If the patient fails to keep a scheduled appointment, nursing staff will contact the patient to discuss further and document the conversation.

If the appointment is kept, the consultant will send a letter stating his/her findings and recommendations.

When the letter is received, the physician will indicate his/her review of the letter by initialing and dating it.



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If you would like to discuss a particular situation, please contact our risk management division at 1-888-336-2642 or [riskmanagement@psicinsurance.com](mailto:riskmanagement@psicinsurance.com).