Practice Name and or Logo

Referral received via electronic fax or P2P (no referral needed for urology)

Patient will be contacted to schedule appointment within 48 hours of receiving the referral. Referring provider will be notified via electronic fax if patient isn't scheduled after 2 outreaches.

After appointment is scheduled, patient will be emailed or mailed new patient paperwork.

Referring provider is notified of scheduled appointment via electronic fax.

Patients without a PCP are encouraged to schedule an appointment with a PCP. PCP information will be provided. 1

Patient seen by specialty provider

Patient is given a visit summary and a return appointment, if necessary.

Consult notes are sent by electronic fax to referring provider within 2 weeks of appointment.

Referring provider will be notified if specialty clinic refers patient to a sub-specialist. 2 If patient is referred to a subspecialist

Specialist will call/fax sub-specialist a referral, unless insurance requires PCP to refer. 2 3

Patient is informed that the sub-specialist will be calling to set up appointment.

Specialist confirms pre-referral testing/patient records needed prior to appointment.
Testing is tracked and faxed to sub-specialist within 48 business hours. Referral is tracked through EMR.

If patient no-shows or cancels appointment

Patient receives up to 2 calls about missed appointment and it is documented in patient chart.

Referring provider will recive an electronic faxed note regarding no-show/cancelled appointment.

Referring provider is notified if the appointment is rescheduled.

Patient referral notes

Patient is given referral results in writing at the time of the visit.
Results may also be mailed or put in Portal.

Referral results are faxed to referring provider and PCP within 2 weeks of visit.

Results include: diagnosis, medication changes, plan of care, expected duration of specialist involvement, when patient should return to specialist, and when the patient should return to their PCP.

Specialist Referral

Foot Notes

- 1. Self-Referred patients who need PCP are Offered:
 - McLaren Northern Michigan: Petoskey
 - https://www.mclaren.org/northernmichigan/northernmichigan.aspx
 - **Go to Patients & Visitors**
 - Book a Physician / Office appointment
 - Munson Medical Center:_Traverse City
 - **♣** Call: 231-935-5886 Email: FindADoctor@mhc.net
 - https://www.munsonhealthcare.org/patients-visitors/contact
- 2. Providers are available for pre-consultation exchanges:
 - To ensure appropriate referral is ordered.
 - Verifying if there are additional tests needed prior to the appointment.
 - Accept patient with an urgent medical need.
- 3. Specialist Directory for sub-specialist referrals
 - Practice receives updated specialist directory information from Munson Medical Center on a systematic basis and Additional specialist information is added as the practice refers patients