

PCP:	Page 1 of 1
SECTION: Office Management	
POLICY AND PROCEDURE: Referral and Consultative Services	Approved date: _____ Approved by: _____ Effective date: _____ Revised date: _____ Revised date: _____

POLICY:

The site will have a process that ensures the timely processing of internal and external referrals, consultant reports and diagnostic test results. Site staff must demonstrate, e.g. walk through, the office referral process from beginning to end.

PROCEDURE:

- A. The staff has an organized, timely referral system clearly evident for making and tracking referrals, physician review of reports, and providing and/or scheduling follow-up care.
- B. The PCP must ensure timely receipt of the specialist's report or medical procedure report. Reports must be in the patient's medical record within thirty (30) days from the date of the procedure or appointment. If the PCP site has not received the report within 30 days, the PCP/staff will contact the specialist or procedure site to request a copy of the report.
- C. The PCP shall ensure that referral informational resources, i.e. Health Plan Specialty and Network Directory, are readily available for use by site personnel.