

Procedure Title: TeleHealth Appointment Referral

Procedure #2015.0108

Effective Date: 04-13-2017

Approver: _____

Chief Medical Officer, SIU HealthCare

Date

Approver: _____

Executive Director TeleHealth and Clinical Outreach,
SIU HealthCare

Date

Document Owner: _____

TeleHealth Clinical Coordinator, SIU Health Care

Date

Authors: Nina Antoniotti, RN, MBA, PhD and Sarina Horn, RN

Created: June 1, 2015

Revised: April 13, 2017

TeleHealth Appointment Referral

SCOPE

System Wide: This procedure applies to all regional telepresenters working with SIU HealthCare clinicians and SIU HealthCare's partner TeleHealth organizations providing care via TeleHealth. This policy addresses clinical operations and patient care activities for both the Southern Illinois University School of Medicine and SIU Healthcare which will be collectively referred to as SIU.

PURPOSE

To outline the process for TeleHealth patient sites to obtain a referral appointment for a patient via TeleHealth with an SIU clinician.

PROCEDURE BODY

This procedure outlines the requirements for referral and registration of a patient receiving care via TeleHealth from an SIU clinician, including patient health information, insurance information, NPR, and consent to treat if necessary (new patients only).

1. TeleHealth Patient Site

- a.** TeleHealth patient site requesting an appointment with a specific specialist for a patient shall call the SIU Call Center at 1-800-342-5748 or 217-545-8000 Monday through Friday from 8:00 am to 4:30pm, and request a TeleHealth appointment with the specialty.
- b.** The following information must be available at the time of the referral request:
 - i. Patient's name, address, phone number, and emergency contact;
 - ii. Patient's insurance provider, including group and subscriber numbers;
 - iii. PCP diagnosis;
 - iv. A copy of the last dictation from the PCP, and appropriate labs and x-ray reports are also requested prior to the date of the appointment.
- c. Prior to the day of the appointment,** a copy of the patient's insurance cards, driver's license or state ID card, a copy of the labs, radiology reports, and the primary care clinician's dictated note regarding the patient's current problem, must be faxed to the respective appointment desk.
- d.** If the registration information is not received prior to the day of the appointment, the telepresenter must fax the information on the day of the appointment, but prior to the time of the appointment.
- e.** If the information is not received prior to the appointment, the patient may not be able to be seen.
- f.** It is important that the proper documentation is transmitted and the patient is properly checked-in with SIU in a timely manner in order to provide the best patient care and TeleHealth experience for all participants

2. SIU Call Center and Division Staff

- a. At the time of the referral request, Call Center staff will forward the caller to the appropriate appointment pod in the appropriate division.
 - i. The Division appointment staff will:
 - New Patients to SIU:
 - Register the patient as a new patient and make an appointment for the patient; or
 - Register the patient as a new patient and create a temporary appointment.
 - Established Patients to SIU:
 - Make an appointment for the patient; or
 - Create a temporary appointment.
 - ii. The follow-up appointment will be scheduled by the SIU clinician office.

ADDITIONAL RESOURCES AND QUESTIONS

*Executive Director of TeleHealth and Clinical Outreach, SIU HealthCare
(217)545-3830*

*TeleHealth Clinical Coordinator, SIU HealthCare
(217)545-3153*