



# Tips & Tricks Weekly



## Closing the Referral Loop

- ◆ Referrals can't be just made to another provider and ignored.
- ◆ Referrals need to be followed and closed appropriately. Referrals can be worked by each individual clinic's workflow, but all referrals to providers need to be closed appropriately.
- ◆ This is a Quality Program measure and affects scores and reimbursement. Of course, it is good patient care.
- ◆ The referral loop is closed when the records are received back from the other provider.
- ◆ Specialist Response Received box must be checked.
- ◆ Please don't remove tasks. — Call the helpdesk with any questions.

Problem Notes Labs Radiology Procedures/Pathology **Chart** Worklist

Encounter  None

1y 3y 5y **All** **Default** **Filtering: All**

905 of 2537 Chart Items (204 Invalid and 1291 Audit Items)

14Dec2022 - Image Encounter  
 sRef Physician\_Pulmonary - ALLSCRIPTS, Provider; Enc: Al  
 08Dec2022 - Appointment

Specialist's or Outside Provider's must be in the chart. This can be a scan or EHR note from an ETSU Health provider.

Vital Signs Meds Med Actions **Orders** Allergies Immunizations Flowsheets HMP/Reminders Growth Chart

Current Orders  Problem  Alpha

Record PDMP Consult  Select non-consult reason  Type non-consult reason  [History](#)

Post-COVID chronic cough  
 Pulmonology Referral Evaluation and Treatment - Status: Hold For - Scheduling Request

The referral should remain on chart in Active /Hold for Schedule status or Temporary Deferral status.

Pulmonology Referral Evaluation and Treatment - Status: Temporary Deferral

If in Temporary Deferral, Stop the Deferral.

- New...
- View
- Edit
- Annotate
- Stop Deferral

To close the referral loop, the referral should be Status: Complete and the Specialist Response Received box must be checked.

Order Details ✖

TEST, Bridget 08-Aug-2004 (18y) F (Female) Chart Update: 14-Dec-2022

**Pulmonology Referral**

For  Status    First Available Provider

To Be Done  Recipient   Specialist Response Received