

**COMMUNICATION**

**CHECKLIST #3**

**PROMOTING COMMUNICATION BETWEEN REFERRING AND CONSULTING PHYSICIANS**

Lack of communication between providers may result in poor coordination of care. This may include a delay in diagnosis or treatment, the failure to order diagnostic testing or act upon abnormal test results, or the failure to prescribe appropriate medications. Clearly defining the roles and responsibilities of the referring and consulting physicians will promote safe and effective patient care.

	<b>YES</b>	<b>NO</b>
1. A tracking system is in place to determine if the patient obtained the recommended consultation.	<input type="checkbox"/>	<input type="checkbox"/>
2. There is a process for determining whether a report has been received from the consulting provider.	<input type="checkbox"/>	<input type="checkbox"/>
3. All consultation reports are reviewed by the referring provider prior to being placed in the patient's medical record.	<input type="checkbox"/>	<input type="checkbox"/>
4. If a patient has been non-compliant in obtaining the recommended consultation, follow-up is performed. All attempts to contact the patient and any discussions with the patient, including reinforcement of the necessity and reason for the consultation are documented.	<input type="checkbox"/>	<input type="checkbox"/>
5. If a report is not received in a timely manner, the consultant is contacted to determine if the patient has been seen and whether a report has been generated.	<input type="checkbox"/>	<input type="checkbox"/>
6. Consultants send reports to referring physicians in a timely manner. These reports should include the: <ul style="list-style-type: none"> <li>• Findings</li> <li>• Recommendations including interventions</li> <li>• Delineation of provider responsibility for treatment and follow-up of test results.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
7. The consultant contacts the referring provider when a patient fails to keep an appointment. The medical record reflects the missed appointment, as well as notification of the referring provider.	<input type="checkbox"/>	<input type="checkbox"/>
8. All telephone conversations between referring and consulting providers are documented. Timely communication occurs when an urgent or emergent clinical finding is identified.	<input type="checkbox"/>	<input type="checkbox"/>