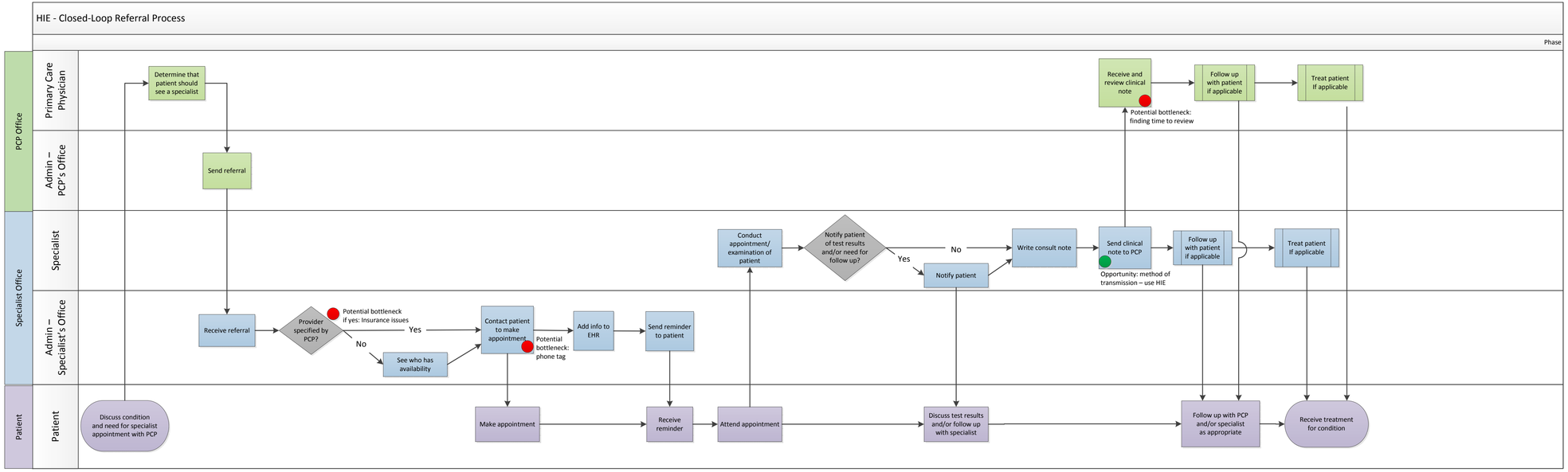
HIE - Closed-Loop Referral Process
Phase
PCP Office
Primary Care Physician
Admin – PCP's Office
Specialist Office
Specialist
Admin – Specialist's Office
Patient
Patient
Determine that patient should see a specialist
Send referral
Receive referral
Provider specified by PCP?
Potential bottleneck if yes: Insurance issues
Yes
No
See who has availability
Contact patient to make appointment
Potential bottleneck: phone tag
Add info to EHR
Send reminder to patient
Discuss condition and need for specialist appointment with PCP
Make appointment
Receive reminder
Conduct appointment/ examination of patient
Attend appointment
Notify patient of test results and/or need for follow up?
Yes
No
Notify patient
Discuss test results and/or follow up with specialist
Write consult note
Send clinical note to PCP
Opportunity: method of transmission – use HIE
Receive and review clinical note
Potential bottleneck: finding time to review
Follow up with patient if applicable
Follow up with patient if applicable
Follow up with PCP and/or specialist as appropriate
Treat patient If applicable
Treat patient If applicable
Receive treatment for condition