

# Office Safety Policy & Procedure Manual

2011

## Section K

(Click on the sub-sections to jump to the specific section)

Referral	
OS-K100	<a href="#">Direct Access</a>
OS-K101	<a href="#">Referral/Consultative Services</a>

POLICY NUMBER	OS- K100
POLICY TITLE	<b>Direct Access</b>
INITIAL EFFECTIVE DATE	01/01
REVISION EFFECTIVE DATE (S)	
DEPARTMENT	Quality Assessment
ORGANIZATION (S)	CCHP, CCHCA
LINES OF BUSINESS	

## **Policy**

It is the policy to provide access to members in a timely manner as identified by the situation. Basic health care services and specialized health care services will be readily available and accessible to each member.

## **Procedure**

- Members are permitted direct access to OB/GYNs, PCPs, and surgeons designated as providing OB/GYN services. Utilization protocols and terms and conditions of this access are the same as those usually applied to physician services.
- Per AB 12, members may request a 2nd opinion (Refer UM Manual).
- Per AB 1181, applicable members may receive a Standing Specialist Referral (defined as 2 or more visits) to a specialist according to the following guidelines:
  1. If the PCP, specialist, and Medical Director (or designee) determines that continuing care from a specialist is needed, referrals will be made based upon an agreed upon treatment plan
  2. Treatment plans may limit the number of specialist visits or the length of time the visits are authorized, and may require the specialist to make regular reports to the PCP.
  3. Members requiring specialized care over a prolonged period for life-threatening, degenerative or disabling conditions will be allowed to be referred to specialists who will act as the patient's PCP.

## **Contracted HMO**

### Health Plan

Speedy Referral – authorization from the PCP for immediate referral to the following: Cardiology, Dermatology, Ear, Nose and Throat, Endocrinology, Gastroenterology, General Surgery, Hematology, Neurology, OB/GYN, Oncology, Ophthalmology, Orthopedic Surgery, Podiatry, Routine Laboratory, Routine X-ray, Urology.

## **Responsibility/Department Linkages**

QA Assessment Department

POLICY NUMBER	OS- K101
POLICY TITLE	<b>Referral/Consultative Services</b>
INITIAL EFFECTIVE DATE	11/02
REVISION EFFECTIVE DATE (S)	
DEPARTMENT	Quality Assessment
ORGANIZATION (S)	CCHP, CCHCA
LINES OF BUSINESS	

### **Purpose**

To ensure an organized, timely referral system is clearly evident for tracking referrals, reviewing reports, providing/scheduling follow-up care and filing reports in medical records.

### **Procedure**

Office practice procedures allow timely provision for:

1. Processing internal and external referrals, consultant reports and diagnostic test results.
2. Physician review and follow-up of referral/consultation reports and diagnostic test results.

There is a written procedure for:

1. Tracking referrals, consults, labs, etc.
2. Physician review of documents.

### **Responsibility/Department Linkages**

Physician(s), nursing and office staff / Quality Assessment Department, Provider Relations