Current Process:

Task/?schedule f/u visit

Task to MR for record

**Emergency room contacts Provider**/nurse

S.W. outreach

Insurance List

NCM

Direct mail from Current Care

Add to interim history

Tasked to NCM

Fax from Hospital to Medical records dept.

Better documentation

visit, ER

Alternative to ED

doesn’t involve MR

Provider/Nurse

Scanned to E.H.R.

Interim history

Provider/ nurse

Scanned to EHR

Patient call to Call Center

f/u: phone, HV,OV, letter

Provider

Rnteam

Patient call to Call Center

|  |
| --- |
| ID. other sources of data: |
| Hospital access |
| R.I.Q.I. Dashboard |
| Hospital discharge planners. |

scanned

Request for ED record

Schedule f/u visit

Assignment of Roles:

* Contact
* Documentation
* Update patient’s med.list
* Extracting data