

Partnering with Primary Community Pediatricians following Pediatric Emergency Department Visits

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Communication with primary care providers are an important part of ED care; both ensuring continuity of care from the pediatrician's office to the ED and after ED care. As such, the following is an example of a medical home policy that contains items that should be considered for implementation in all EDs as a part of the care of pediatric patients.

- Dedicated staff members whose primary responsibility is facilitating follow-up phone calls, emails, or other indicated communication methods to our referring pediatricians. These staff members can be experienced RNs or providers who monitor arriving and discharging patients and facilitate follow-ups through the indicated communication method to primary care physician to maximize continuity of care.
- Expect Form/Access Center- Referrals are made through our Access Center; a computerized Expect Form is generated with the referring MD's contact information. During the call, the referring MD is asked if they would like a follow-up and to indicate their primary preferred communication method. This triggers informatics flags on the Pediatric Emergency Department (PED) patient list that indicates the referring MD has requested a follow-up.
- Our goal is that all admitted patients and those who are referred through the access center and request a follow-up receive one 100% of the time. These follow ups will be made by the Pediatric Emergency Physician and/or dedicated communications staff member in the indicated communication method form.
- The Triage Note and Discharge Summary are faxed to all MD's that are identified by the family following discharge.
- Any patient who leaves the department prior to or before treatment is completed receives a follow-up phone call explaining the risks and benefits of leaving prior to being seen. The MD of record is contacted for high acuity patients.
- Pertinent lab values are reported to primary care physician and appropriate specialty care providers by requested method of communication either phone or email.