



# LOPEZ ISLAND MEDICAL CLINIC

P.O. Box 10 • Lopez Island, Washington 98261 • (360) 468-2245

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## Lopez Island Medical Center Referral Process:

We have a Referral Coordinator (RC) that works with providers to facilitate follow-up for patients with needs that exceed our general practice scope of practice. We have well-established relationships with numerous specialties in the region.

### Our referral process is as follows:

Once the Provider sees a patient, they may either refer them to a specialist or to Island Hospital for further tests, based on a concern they have that may need further examination.

The Provider fills out a referral form detailing the Procedure and the Specialist they would like the patient to see.

The patient is told that the Referral Coordinator (RC) will contact them with the information once the referral has been processed.

The Provider then gives the referral form to the RC.

At this point, the RC prints out a demographic form to verify the patient's insurance. Based on the patient's insurance, a pre-authorization may be needed before an appointment may be scheduled. Each insurance company has different criteria for referrals and this process is the lengthy piece of doing referrals.

As an example of our volume, Group Health referrals alone have totalled 242, since the beginning of the year.

The RC will do the pre-auth if needed.

The next step is to fax all pertinent information, chart notes, tests, x-rays, and notes to the Specialist or Hospital.

Our RC was hired as a full time employee in order to handle referrals, billing, and support the front desk in their day to day duties.