

Sample Policies & Work Flows

Example 1: Colorectal Cancer

Community Health Center: Policy and Procedure Manual

Subject: Colorectal Cancer Screening Policy

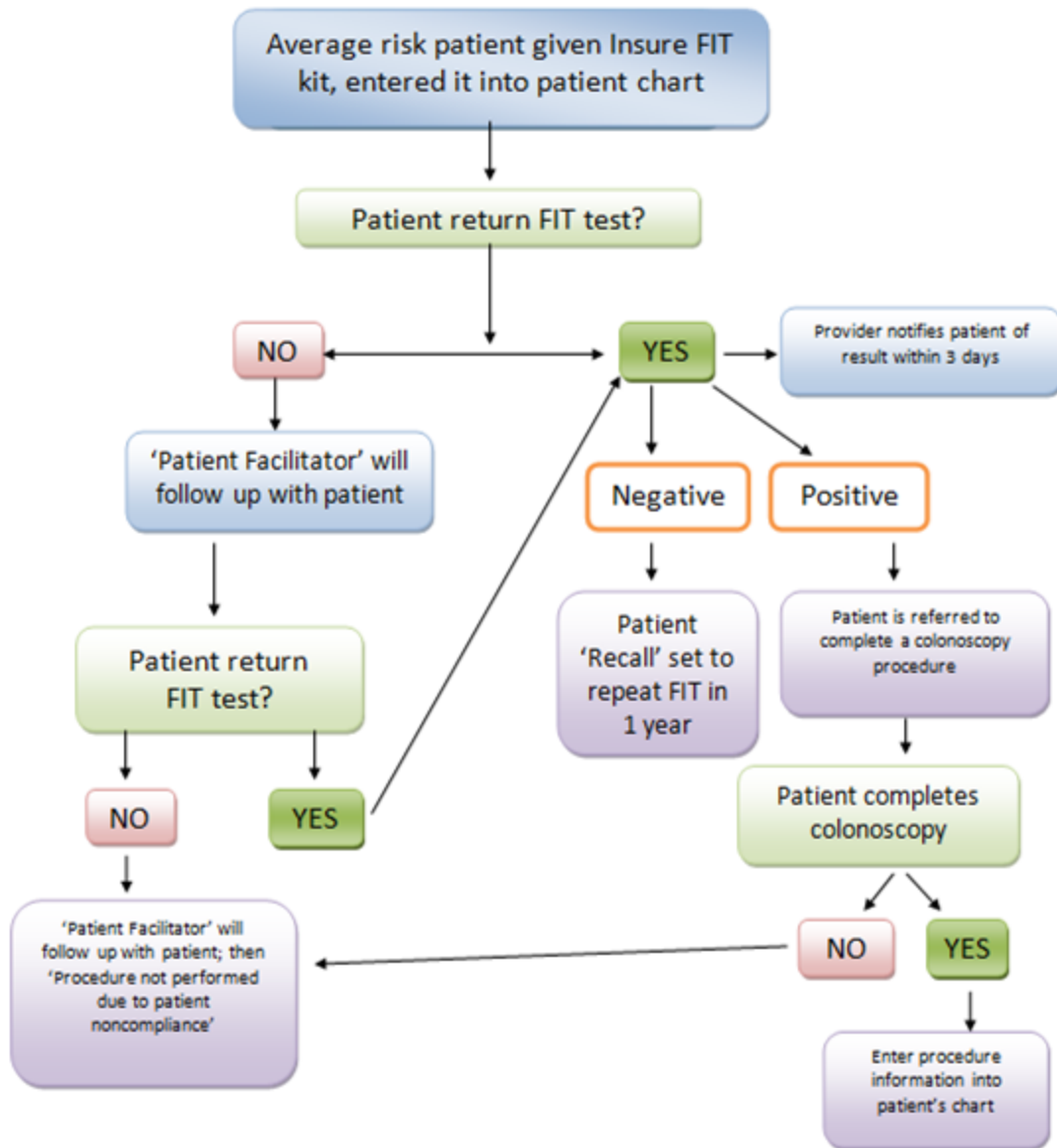
Purpose: To establish guidelines for the tracking of patients referred for colorectal cancer care.

Policy: Orders for FIT Insure testing and Referrals for colonoscopies to general surgeon will be tracked in our electronic health record system (EHS).

Procedure(s):

1. A patient is given a Insure FIT test kit. When the patient returns the FIT test and it is negative a recall for one year is entered into the patients chart. If the result is positive the patient will be referred to colonoscopy. (see step 3) If the kit is not returned we will contact patient for follow up. (see step 5)
2. The Insure Fit kit test will be entered into the patient's electronic chart. When the test kit is received, the order with the results shows up in the provider's organizer for review, instructions, additional orders, and patient notification within 3 days of the results being received by the provider. If the result is negative a recall is entered for one year into the EMR system.
3. If indicated by the positive result a referral will be made to the general surgeon of choice. The date, patient name, reason for referral and appointment date and time will be entered. Appropriate copies of demographics, medication lists, and lab tests will be forwarded to general surgeon's office.
4. When the colonoscopy is completed, this date will be recorded in "date performed" as a means of tracking patient compliance. The report will be scanned and attached to the consult order. If the colonoscopy is not completed we will contact patient for follow up. (see step 5)
5. Administrative entry will set the "delinquent after" queue to match the normal timeframe that results are received for every test ordered. If the results are not entered within the time- frame specified, the order will show in the provider's organizer as a "delinquent order without results" in purple. Staff will work this delinquent queue to follow up on missing results.
6. The Patient Facilitator will reschedule missed or canceled appointments for colonoscopy and inform the HPCHC provider if the patient is not compliant in keeping referral appointments. If the patient does not complete the Insure Fit kit testing or the colonoscopy the order will be not performed due to patient noncompliance.

CRC Policy Flow Chart



Example 2: Breast Cancer

Community Clinic Policy Manual - Tracking Protocol for Mammogram Reports

Subject: Mammography Screening and Follow up

Policy: All mammograms that are ordered by Community Clinic will be processed in a manner that supports optimal patient care. Normal and abnormal mammograms will be tracked from the time they are ordered in the clinic through the time the report is received, reviewed by the provider and dispositioned appropriately, according to guidelines.

Procedures:

1. Mammogram is ordered by the provider and processed.
2. Case manager entered the patient's name and ID into the mammogram report.
3. If the mammogram is normal, this is noted by the MA (medical assistant) in the electronic medical record under health maintenance.
4. If the mammogram is abnormal, case manager orders and schedules further evaluation per Radiology. The patient is notified by their case manager and this is noted in the EHR.
5. Date of additional testing is placed in log of mammograms for further review.
6. If the patient does not keep her appointment, the case manager follows up with a phone call within 5 days. If unable to reschedule, note this in the EHR and send out certified letter.

Mammogram Follow up Protocol

