



Our Care Has No Boundaries

IRMC sends primary care physicians post-discharge results, schedules patient's follow-up appointments

Ingham Regional Medical Center (IRMC) strives to provide seamless care for patients and consistent communication to physicians. In order to achieve this goal, the "Our Care Has No Boundaries" program was developed to provide timely communication about post-discharge patients to primary care physicians and their practices.

Timely Communication

The intent of the project is to assure that communication about an inpatient's stay is shared with the primary care physician in a timely and thus informative manner. To achieve this, a team at IRMC will review discharges the next business day, obtain specific documents, and forward these documents to the patient's designated primary care physician.

Relevant Patient Documents

The documents may include the discharge summary, procedure reports, last 24 hours of labs and radiology reports. The practice will also receive a phone call to informing them that the documents are being forwarded.

Appointment Scheduling

The practice will also be asked if the patient has or needs a follow-up appointment.

Then, the patient will be called by an IRMC nurse to ascertain his or her physical status, clarify medication questions, and verify appointment times.

In the future, these records will be transmitted electronically. In the interim, IRMC will continue to develop creative processes that will provide excellent outcomes for patients and physicians.

Process Overview

- 1. Patient discharged from IRMC.**
- 2. Next business day:**
 - Primary care physician's practice is called and notified of patient's discharge.
 - Patient information is faxed to practice.
 - Patient's follow-up appointment with practice is verified or created.
- 3. Patient contacted** on his/her care, needs, and confirmation of follow-up appointment time and date.
- 4. Physician liaison to follow-up** with primary care physicians about program's efficacy.

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