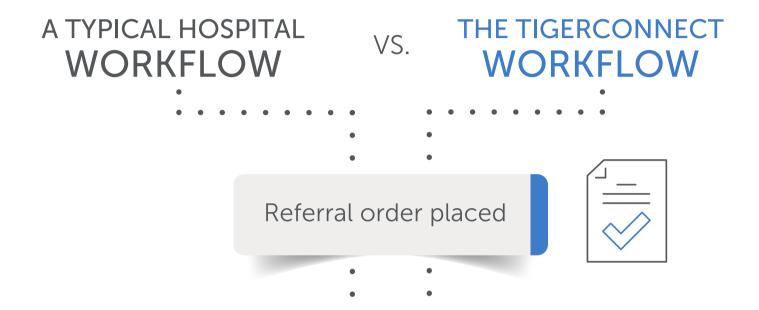


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Speed the Referral Communication Process by Up to

Referrals for continued patient care upon discharge can be difficult for care teams to monitor and track. Coordinating referrals often causes delays in discharge while the case manager works with referral sites to arrange care. This process is hindered by antiquated communication methods as care team members wait for responses.

With automated referral workflows using TigerConnect, providers no longer waste time waiting for callbacks to determine if referrals will be accepted or declined. See how HIPAA-compliant role-based messaging speeds up the referral process by sharing information in real-time.



REFERRAL REVIEW

Case manager calls referral intake coordinator to let them know a referral has been placed, and leaves a phone message if no answer.



Referral intake coordinator receives referral via referral application with case manager contact information.

CASE MANAGER TO REFERRAL COMMUNICATION

Referral intake coordinator responds to case manager via referral application.



If the case manager does not respond back to referral intake coordinator, referral intake coordinator phones utilization review (UR) clerk.

UR clerk will respond to the referral intake coordinator if able. If UR clerk is unable to respond, they will phone the case manager.



Case manager responds to re

responds to referral intake coordinator.

Referral is accepted or declined.



REFERRAL REVIEW







Decrease the number of patient delays related to the referral process and improve the speed of communication with referring or receiving sites. TigerConnect, along with EHR or referral system integrations, allows staff to quickly know when there is a new referral and facilitates communication with the right people to speed the acceptance process.

Learn how University of New Mexico Hospital providers have been able to make faster, more informed decisions regarding patient referrals using TigerConnect. Results include fewer unnecessary transfers to the hospital, increased patient throughput, cost savings, and improved patient care and provider satisfaction.

Watch the Webinar