HaH Referral Workflow

ED provider determines patient needs to be admitted- places referral to H@H and calls XXX-XXXX number answered 24/7/or if referral can alert staff that referral was placed referral phone call will not be needed.)

When referral is received in referral work queue **(Is this inpatient or Amb?)** H@H admin will review referral for administrative criteria.

If admin criteria not met

If admin criteria met

H@H admin will call referring provider to inform patient not accepted on to services and then close referral.

H@H admin will send referring provider call back information to on call Hospital at Home provider to call referring provider for consult.

H@H home provider calls ED provider for provider to provider call.

If not accepted to H@H services

If accepted to H@H services

H@H provider will inform referring provider during call and inform H@H admin staff referral not accepted. H@H admin will close referral.

H@H provider will contact H@H admin to begin admission.

Hospitalist (H@H provider) accepts patient if appropriate for HaH based on provider to provider call. H@H provider will inform H@H admin staff referral accepted. H@H admin will assign referral and link to appointment. **(Amb workflow will this work for inpatient?)**

HaH provider enters admission orders- currently done in AMB with order set will need to build inpatient. (DME-external vendor, medications-outside pharmacy, labs etc.)

H@H Admin will create H@H episode

H@H Admin will schedule RN and provider visits (currently done Ambulatory)

(Will bed need to be assigned, or any other admission criteria need to be completed?)

Admission order will need to trigger UM review. (Same as all inpatient departments)

ED staff completes care of patient in the ED and (transfers care) to HaH. Patients generally use POV to return to home. If patient requires transport H@H admin staff arranges transport for patient from ED to home (Uber not ambulance)

HaH nurse facilitates medication procurement from outpatient pharmacy and infusion company and completes RN admission visit in patient home.

Provider Completes admission visit in patient home as scheduled.

When clinically appropriate H@H provider will place discharge order.

H@H admin staff end H@H Episode.