

Approved 9/9/09

Department Service Agreement Complementary Medicine Department and Primary Care Departments

The following is a collaborative service agreement between the Complementary Medicine (CMC) and Primary Care Departments. The departments agree on the following service agreement for the provision of primary and specialty care.

Core Competencies

Complementary Medicine will provide the following core services:

- Initial evaluation and dictated report on referred patients listed under the 'Consultation Guidelines'.
- Acupuncture: For conditions outlined under 'Consultation Guidelines for Acupuncture'.
- Chiropractic: All referrals must be of a musculoskeletal nature, please refer to 'Consultation Guidelines for Chiropractic'.
- Clinical Massage Therapy: Is an adjunct service to Chiropractic care and is not a direct referral modality.
- Patients with acute pain of six (6) months or less with no associated chronic pain
- Patients in the Chronic Pain program, or on a pain contract, will not be seen by CMC

Primary Care Department will provide the following core services:

- Initial work-up and diagnosis based on referral guidelines
- Management of chronic pain

Access Agreements

Complementary Medicine will provide the following access:

- Chiropractic Evaluation within 5 days
- Acupuncture Evaluation within 5 days
- Access to Clinical Massage Therapy is prescription only by a Chiropractic Provider.
- Same day / next day access for Pregnancy induced nausea
- Pregnant non-beneficiaries may be seen by an Acupuncture Provider for pregnancy related hyperemesis.
- All patients will be scheduled for an examination with a Chiropractic Provider except for referrals to Acupuncture listed under 'Consultation Guidelines for Acupuncture'.
- Appointments must be scheduled and kept within 30 days of referral date.
- The Complementary Medicine Department agrees to accept referrals for eligible customers from SCF Primary care medical providers for customers who live in the immediate Anchorage area. Service is provided for eligible customers with residence in: Anchorage, Big Lake, Birchwood, Chugiak, Chickaloon, Elmendorf Air Force Base, Eagle River, Eklutna, Ft. Richardson, Girdwood, Houston, Indian, Knik, Palmer, Sutton, Wasilla, and Willow.

Primary Care Departments will provide the following access:

- Same day access offered for any Primary Care empanelled patient who can arrive prior to 4:30 p.m. Monday-Friday

Consultation Process

- All customers seen in Complementary Medicine Department will be from provider-initiated referrals.
- 8:00 a.m. – 4:30 p.m. use standard ANMC evaluation and consultation process (see flowchart)
- 4:30 p.m. – 8:00 a.m. fax /scan evaluation and consultation form to CMC
- All referrals are to be sent via fax (4102).
- Appointments made with the Consult phone (4313), must be followed with a faxed referral (4102).

Communication Process

Primary Care Provider Communication Agreements

- Primary Care will identify patients who have complex issues such as, pain contracts, medical, logistical or social issues, when sending a consult

Complementary Medicine Provider Communication Agreements:

- Dictated summary of consults outlining findings and recommendations for care on all patients to include treatment plan and anticipated follow-up. Send cc to PCP.

Consultation Guidelines for Chiropractic

All referrals must be of musculoskeletal nature.

Injuries associated with fracture will not be seen until after week 10 of date of injury (DOI).

Patients with acute pain of six (6) months or less with no associated chronic pain. Cases include:

- Lumbar spine pain
- Sacroiliac pain
- Sciatica
- Acetabular pain
- Cervical sprain/strain
- Thoracic sprain/strain
- Lumbosacral sprain/strain
- Cervical spine pain
- Costochondritis
- Forearm pain
- Migraine headaches
- Tension Headaches
- Shoulder pain
- Knee pain
- Ankle pain
- Wrist Pain
- Elbow pain
- Thoracic spine pain

Consultation Guidelines for Acupuncture

- Hyperemesis Gravidarum
- Dysmenorrhea (<8 weeks duration, with no history of chronic pain)
- Amenorrhea (<8 weeks duration, with no history of chronic pain)
- Head ache in pregnancy (sinus, tension, migraine)
- Bell's Palsy
- Herpes Zoster
- Menopause Sx (hot flashes, vaginal dryness).
- Sinusitis
- TMJ
- Abdominal pain (After appropriate allopathic treatments have been employed).
- Cancer related side effects (Nausea, vomiting, xerostomia, and xerophthalmia) Treatment will be for the duration of chemotherapy +/- 4weeks.
- Post-partum conditions (Fatigue, back/pelvic pain, insufficient lactation)

Quality Assurance Agreements

- Service agreements will be reviewed, updated and approved bi-annually with final approval by the SCF VP Medical Services Division.
- Training and education needs can be requested by either service. Each service is responsible for responding in a timely manner.
- Quality review of the system will occur on a regular basis. Metrics to include:
 - % of time guidelines are met
 - % of time processes are followed
 - % of time adequate information is provided
 - % of time appointment is booked using the phone process
 - % of dictation consultation summary received

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Signature of SCF Vice President Medical Services