

**ANMC Department Service Agreement  
ENT and Family Medicine Departments**

The following is a collaborative service agreement between the ENT and Family Medicine departments. The departments agree on the following scope of practice for the provision of primary & specialty care.

**Core Competencies:**

ENT will provide the following core services:

- Outpatient consultation and second opinions
- Treatment and complex workup of ENT diagnosis
- Assume management of ENT problems requiring intervention; return of care to PCP after resolution of problem
- Treatment of cerumen impactions
- Long-term care / management of chronic ENT problems
  - Open cavity mastoid surgeries
  - Head and neck cancers
- Phone or email consultative service for ENT related questions by contacting on-call ENT provider

FMC will provide the following core services:

- Diagnosis and initial work-up of ENT diagnosis based on treatment guidelines
- Appropriate follow-through on the treatment plan

**Access Agreements**

ENT will provide the following access:

- All patients will be offered an appointment within one day for any problem
- All patients requiring an operating room surgical intervention will be offered an OR time within 5 days of that determination
- Immediate access for urgent and emergent conditions

FMC will provide the following access:

- Same day access offered for all Family Medicine empanelled patients who can schedule by 4:00 p.m. and arrive in the clinic by 4:30 p.m. Monday - Friday
- Evenings between 5:00 p.m. – 8:00 p.m. and Saturdays between 8:30 a.m. and 4:30 p.m. the clinic is staffed with 2-3 providers who cover the practice for customer convenience and urgent needs for customers who can schedule by 7:00 p.m. and arrive by 7:30 p.m. in the evenings and customers who can schedule by 4:00 p.m. and arrive by 4:30 on Saturdays

**Consultation / Treatment Process**

- *In order to avoid delays referring clinic agrees to use the standard ANMC evaluation and consultation process*
- 8:30 a.m. – 4:30 p.m. use standard ANMC consult process (see flowchart)
- 8:00 a.m. – 4:30 p.m. Monday -Friday – use immediate access phone 729-8030 (option 2) or dial extension 1405 directly to schedule all appointments with ENT; consult form must also be faxed.
- After hours and weekends - fax /scan consult form to ENT

**Communication Process**

- Family Medicine will identify patients who have complex issues such as, pain contracts, medical, logistical or social issues, when sending a consult. These will be clearly noted on the consult form
- Dictated summary of clinic consults with specific recommendations to PCP for ongoing management and follow up.
- Dictated inpatient discharge summaries outlining specific recommendations to PCP for ongoing management and follow up, including HBS. Home Based Services: in the event a post-discharge patient requires Home Based Services, ENT personnel will be responsible for referring the patient to the HBS team. This includes completing the necessary paperwork for prescriptions, equipment and nursing orders. ENT will authorize the transfer of care to the PCP in accordance with MCD/MCR guidelines.

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- All dictations should annotate what role consultant will play in ongoing care of patient. When specialty care is no longer required an end of care note will be sent by the consultant to the PCP and will include recommendations for ongoing care.
- Post-op wound care: ENT will communicate post-op wound care needs with the surgical patient. If the patient requires assistance with their wound care, the ENT clinic personnel will arrange for appropriate follow-up.
- Post operative pain management: ENT will manage the post-op pain for the expected post-op recovery time – this rarely exceeds two weeks post op. In the event the patient requires pain management beyond the anticipated recover period, the Surgeon will communicate the patient’s status with the PCP prior to the transfer of care

**Consultation / Treatment Guidelines** (for each consultation guideline include graduation criteria)

- The process for approving guidelines:
  - Guidelines developed at department (or other) level
  - Department presents guideline to appropriate Clinical Core Business Group (CCBG)
  - After CCBG approval guideline goes to PIC for final approval
  - After PIC approval guideline is posted on ANMC intranet
- Treatment guidelines are on the ANMC intranet under clinical guidelines as well as on anmc.org internet site. These guidelines include consultation guidelines:
  - otitis media,
  - pharyngitis,
  - sinusitis,
  - perforated ear drum,
  - obstructive nasal disorder, and
  - head and neck cancer follow up.
  - Vertigo
- Direct referral guidelines are also available here for those who choose to use them. The direct referral guideline are primarily intended for those patients living outside the Anchorage metropolitan area for whom travel for routine evaluation imposed a hardship. Guidelines include:
  - ear tubes,
  - tonsillectomy/adenoidectomy and
  - sinus CT scans

**Quality Assurance Agreements**

- Service agreements will be reviewed, updated and approved bi-annually with final approval by the SCF VP of the Medical Services Division and the ANMC Administrator.
- 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 to consultant clinic
  - % of time adequate information is provided to referring clinic
  - % of time appointment is booked using the phone process
  - % of dictation consultation summary received

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Signature of ENT Medical Director

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Signature of SCF Vice President Medical Services

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Signature of ANMC Administrator