

Approved 5/12/09

ANMC Department Service Agreement Emergency Department and Primary Care Departments

The following is a collaborative service agreement between the Emergency Department (ED) and Primary Care Departments. The departments agree on the following scope of practice for the provision of primary and specialty care.

Core Competencies Agreements:

Emergency Department will provide the following core competencies:

- Evaluation and immediate management of all patients presenting to the ED.
- Initiate only such diagnostic evaluations which are immediately required for ED treatment or which will facilitate more efficient management by the PC provider
- Provide stabilizing or definitive treatment of acute and chronic problems as indicated
- Immunizations for appropriate patients
- For empanelled patients, ED will advise the PCP of abnormal lab results that are returned to the ED after the patient leaves.

Primary Care will provide the following core competencies:

- Health maintenance for all empanelled Primary Care patients
- Well child care for all empanelled Primary Care patients
- STD testing and counseling
- Management of acute and chronic conditions for ASU patients
- For empanelled patients, Primary Care Departments will follow up on abnormal lab results initiated in the ED when the labs are not available to the ED before the patient leaves the clinic.

Access Agreements

Emergency Department will provide the following access:

- On demand access for all patients presenting to the ED.
- ED hours of operation are 24 hours a day, 7 days a week.

Primary Care Departments will provide the following access:

- Same day access offered for all Primary Care 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

Communication Agreements

Providers in ED and Primary Care will use the ANMC Referral and Consultation Form to communicate requests for services between clinics. Providers agree to respond as requested on the referral and consultation form.

ED will fax follow up referral in cases of:

- Patients who need assistance in booking an appointment
- Patients who need urgent or semi-urgent follow up
- Patients whose medical conditions would necessitate a follow up

ED will advise all other patients to follow up with their PCP per discharge instructions.

Verbal and email communication between departments is encouraged to ensure continuity 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 Core Business Group (CBG)
 - After CBG approval guideline goes to PIC for final approval
 - After PIC approval guideline is posted on ANMC intranet

Quality Assurance Agreements

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- Service agreements will be reviewed, updated and approved bi-annually with final approval by the SCF VP of Medical Services.
- 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

Richard Brodsky, MD

Signature of ED Medical Director

Verlyn Corbett, MD

Signature of FMC Medical Director

Douglas Eby, MD MPH

Signature of SCF VP Medical Services