



Connect Care Referrals External Scheduling Workflow

In Connect Care when a referral is accepted it will advance to the departments workqueue #3 – Ready for scheduling. If the referral is going to be scheduled in a location that has not launched on Connect Care at the time of scheduling end users will use an external scheduling workflow. Using this workflow allows for closed loop referral management and ensures patients are receiving the intended access to care.

Workflow

1. In the referral record update the Auth reason to “For External Scheduling”.
2. The system will generate a Connect Care Referral Scheduling Request letter.

Referral External Scheduling Request Letter

3. Use the tools integrated in Connect Care to electronically send the request to the external scheduling location.
4. If the provider is not available in Connect Care, you can manually add the provider in the recipient field and/or request the provider to be added to Connect Care. [Provider Not in System Tip Sheet](#)

5. Connect Care department will document the external appointment details.
 - a. Scan the appointment details using the notes tab. [Scanning Tip Sheet](#)
 - b. Document any communications with the provider in the communications tab.
6. External scheduling location will communicate the details of the appointment back to the Connect Care department.
7. Referral will close with a status of All visits complete.

Resources

[Patient Access – Referral External Scheduling Demonstration](#)

[Schedule and Assign Referrals Quick Start Guide](#)