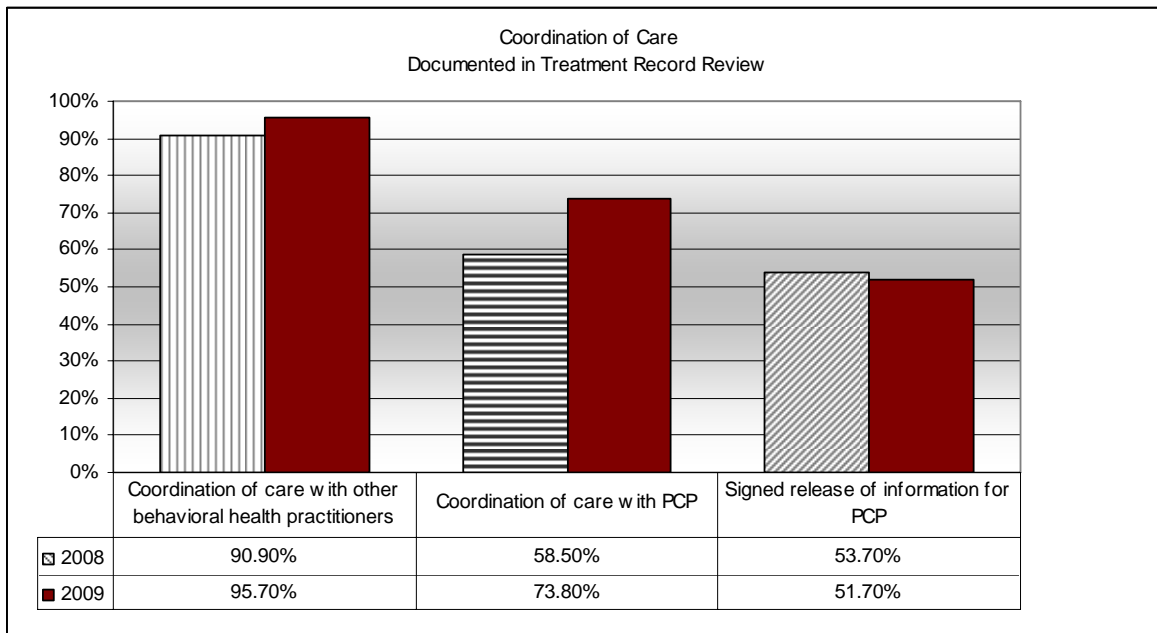


Coordinating Care: Keeping Key Health Care Practitioners in the Loop

When a patient has multiple providers, communication becomes essential to promote quality healthcare, ensure safe practice, and prevent potential medical errors or complications. Communication needs to occur at all levels:

- Between behavioral health therapists and/or psychiatrists
- Between behavioral health practitioners and the primary care physician.

How are we doing?



Communicating with Other Members of the Health Team

An important step toward improvement of behavioral healthcare is to ensure that members do not “slip through the cracks.” Coordination of care addresses this issue especially at critical times in the treatment process. Key times for communicating with the patient’s other care providers include:

- Initiation of treatment.
- Initiation or change in pharmacotherapy.
- Changes in health status
- Laboratory findings.

One way to ensure that the primary care physician receives copies of lab results is to encourage the patient to work through the PCP’s office or to request that a copy of the result also be sent to the PCP.

ValueOptions has developed a form (included) for your use that is compliant with HIPAA regulations to help you document permission from your patient to coordinate care. Also included is a patient education tip sheet that you may also copy for use in your practice. *If you would like additional copies of this form for use in your office or have questions, please call the Quality Management Department (866) 719-6032 and request the **Sample Practitioner Form Authorizing PHI Exchange**.*