



Policy and Procedure

McMinnville Free Clinic

PATIENT FOLLOW UP

BOARD APPROVED: 5/4/17
LAST REVIEW DATE: 10/9/14
APPROVED: 8/27/12

Policy

McMinnville Free Clinic (MFC) desires to provide guided and consistent follow up for clinic patients.

Procedure

FOLLOW UPS

1. Patients are instructed to return for follow up appointments by a provider. This may be because:
 - a. At a clinic time, Provider wants to see a patient again for reasons other than to review/follow-up on lab work (e.g. determine if medication is working, conditions needing a recheck, etc.).
 - b. At the time of review of lab work, Providers reviewing information determines that the patient must return to the clinic to review lab/test results and determine a next plan of action.
2. If it is determined that the patient needs a follow up, that will be communicated to the patient, either in person in clinic, by phone, or by letter.
3. When a follow up patient arrives, every effort will be made to have the patient seen on that day.

REFERRALS

Referrals will be made as indicated, patients will be responsible for contacting specialist and following up with their care.

LABORATORY AND RADIOLOGY RESULTS

Initial handling of laboratory (lab) and radiology results:

- a. Staff will weekly:
 - i. Check faxes and place in bin for provider review at next clinic.
 - ii. A provider will weekly review labs online.
- b. Once copies of the results are received (by fax or mail), staff will:
 - i. Pull patient's record and double check to assure the copies received are not duplicates and already reviewed.
 - ii. RN will screen results prior to Provider reviewing the results and compare results to orders to be sure all results are in and determine whether results are normal.

Normal Result Follow Up

1. When the data is within normal limits, it will be placed in the bin for provider review at next lab. Results may be reported to the patient via phone (message may be left if ok to call and leave a message per consent) or a letter may be sent. Patients without telephone access or concerns about confidentiality may come to following clinic to receive results in person.
2. All test results received by MFC are to be reviewed by a Provider at next office check in or next open clinic, whichever is sooner.

Abnormal Result Follow Up

1. Critical lab values or urgent radiology results received by the RN carrying the pager or cell phone are to be reported to the Provider on call immediately. Provider will decide on appropriate action. .

HOSPITALIZATIONS

1. In order to provide the best and most rapid care of MFC patients, they will be managed in the local hospitals by on staff hospitalists (all local hospitals, including Willamette Valley Medical Center and Providence Newberg Hospital, maintain hospitalists on staff), rather than by MFC volunteers.
2. MFC should request emergency room or hospitalization records for any free clinic patient who presents and discloses a recent (within the last 30 days) hospitalization.