

<b>BEHAVIORAL HEALTH AND MEDICAL CARE COORDINATION</b>		<b>GOAL: COORDINATION OF COEXISTING MEDICAL AND BEHAVIORAL PROBLEMS</b>
IF YOU ARE A:		You can impact quality of care by doing the following:
HOSPITAL		<ul style="list-style-type: none"> <li>Obtain a behavioral health consultation for medical or surgical inpatients that have mental health or substance abuse diagnosis.</li> </ul>
BEHAVIORAL HEALTH FACILITY  OR  HOSPITAL WITH BEHAVIORAL HEALTH UNIT		<ul style="list-style-type: none"> <li>Establish formal procedures for insuring that a summary of patient care is sent to the PCP</li> <li>Educate PCPs to refer patients at the appropriate stage of illness</li> <li>Encourage patients to consent to providing treatment information to PCP, including medications prescribed</li> <li>Exchange information in an effective, timely, and confidential manner</li> <li>Identify opportunities to improve coordination of behavioral health with general medical care, especially communication of patients' prescribed medications to their PCPs</li> </ul>
BEHAVIORAL HEALTH SPECIALIST		<ul style="list-style-type: none"> <li>Encourage patients to consent to release information to the PCP</li> <li>Document patient consent, or refusal of consent, to release information to the PCP</li> <li>Communicate with PCP regarding patient's condition after initial evaluation and on a periodic, routine basis</li> <li>Adhere to health plan's Clinical Practice Guidelines</li> </ul>
PRIMARY CARE PHYSICIAN		<ul style="list-style-type: none"> <li>Communicate with behavioral health practitioners to determine the appropriate stage of illness to refer patients for behavioral health care</li> <li>Coordinate timely access for appropriate treatment and follow-up for patients with co-existing medical and behavioral disorders</li> <li>Participate with behavioral health specialists in developing and implementing guidelines for assessing, treating, and referring common behavioral problems</li> <li>Consider placing a behavioral health practitioner in key primary care settings</li> </ul>

<b>COMMUNICATION STANDARDS FOR BEHAVIORAL HEALTH PRACTITIONERS TO THE PRIMARY CARE PHYSICIAN</b>		
<b>COMMUNICATION ACTIVITY</b>	<b>PERFORMANCE STANDARD</b>	
	Frequency	and Content
<ul style="list-style-type: none"> <li>Have the patient sign a release of information form</li> </ul>	When treatment begins (within the first 2 sessions)	<ul style="list-style-type: none"> <li>Signed release in medical record or</li> <li>Documentation that patient refused to sign</li> </ul>
<ul style="list-style-type: none"> <li>Communicate with the patient's PCP (phone call, fax, or letter)</li> </ul>	When treatment begins (within one week after the 2 <sup>nd</sup> session)	<ul style="list-style-type: none"> <li>Document that communication occurred</li> <li>Include: Diagnosis, prognosis, and medications</li> </ul>
<ul style="list-style-type: none"> <li>Communicate with the PCP (phone call, fax, or letter)</li> </ul>	<ul style="list-style-type: none"> <li>Annually</li> <li>Within 72 hours of medication changes</li> <li>Within 48 hours of hospitalization</li> </ul>	<ul style="list-style-type: none"> <li>Document that communication occurred</li> </ul>