



# LINCOLN COMMUNITY HEALTH CENTER, INC.

1301 Fayetteville Street • P.O. Box 52119  
Durham, North Carolina 27717 – 2119

**SUBJECT:** Hospital/Emergency Department (ED) Tracking Procedure

**APPROVAL DATE:** 3/2015

**REVISION DATE:** 4/2013, 2/2014, 7/2014, 1/2015, 2/2015, 9/2017, 01/2020, 05/2022

**REVIEWED DATE:** 2/2015

## **PURPOSE**

- Lincoln Community Health Center (LCHC) has a tracking and monitoring system to ensure appropriate follow-up on patients seen in the emergency department (ED) or admitted to the hospital through receipt and review of continuity of care or the resulting hospital notifications. Tracking is inclusive of all hospital/ED admissions for established LCHC patients, regardless if the admission was initiated through an LCHC provider or services.
- Tracking admissions/discharges enhances follow-up, prevents readmission, improves monitoring, and promotes the coordination of the patient's care, treatment, and services.
- To collaborate with Duke Regional Hospital (DRH) and Duke University Medical Center.
- As per the LCHC **Risk Management Policy**, the LCHC Board of Directors has delegated oversight of the Hospital/Emergency Department Tracking procedure to the CEO, or delegate. The CEO delegates procedure maintenance and compliance to the Chief Medical Officer and the Quality Improvement Committee.

## **PROCEDURE**


- A. A Licensed Nurse [Registered Nurse (RN) or Licensed Practical Nurse (LPN)], or assigned clinical staff, will review hospital Admissions, Discharges, and Transfers (ADT) via the Electronic Health Record (EHR) and assess status of patient condition per After Visit Summary (AVS) section of the ADT. The Nurse will forward the ADT to the Care Coordinator Representative (CCR) for follow-up appointment scheduling, as applicable. The appointments are scheduled according to AVS instructions or nursing judgment.
  - a. Tracking of ADTs is an internal process within the EHR and includes all required information for quality, evidence-based care such as patient information, admission date, reason, and all other applicable documentation.
- B. Local hospitals may call the LCHC Care Coordination Department at 919-956-3921 to schedule appointments for patients seen in the emergency department or post-hospitalization.
- C. The CCR or nurse will schedule the post-hospital appointment with the Primary Care Provider (PCP) or another provider, as appropriate.



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- D. Discharge summary, labs, and radiology studies may be available for review via EHR. If additional pertinent medical information is needed related to the admission prior to the follow-up visit, the CCR and/or HIMS will initiate the request based on provider feedback and document any related information in the EHR.
- E. The CCR will track and monitor hospital calls/provider requests for follow-up post-discharge appointments.
- F. The CCR will provide Quarterly reports and to the Access to Care Committee, including any identified trends that need to be addressed.

**PREPARED BY:**  **DATE:** 5/13/22  
Kristin Ito, MD, MPH, Chief Medical Officer

**APPROVED BY:** \_\_\_\_\_ **DATE:** 06/06/2022  
Juliana Hodges, DNP, RN, CPNP-PC, Quality Improvement & Risk Management Director