



~~2007 McKinley Road
Hamilton, New Jersey~~

Contact for Appointments:

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Patient Care Navigator
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Specialty Referrals

- Primary Care Physician (PCP) must send patient referrals to Patient Care Navigator (PCN) via **fax**. Referrals must include:
 - Consult Form/Patient Encounter Report
 - Patient Demographics (Name, DOB, Address, Phone Number, Diagnosis)
 - Any Medical Records on File
 - List of Current Medications
- All diagnostic and procedure results (labs, tests, x-ray, etc.) must be sent to Patient Care Navigator via **fax** as soon as possible
 - Patients should also be given a copy of all their results and be instructed to take them to their scheduled appointments
- Special Diagnostics:
 - The following specialities require special tests to be completed prior to scheduling appointments. Once PCN receives results, the scheduling process begins.
 - **Allergy/Asthma:** CBC + CMP
 - **Cardiology:** EKG, ECHO, Stress Test, CBC, CMP
 - **Endocrinology:** CBC, CMP, Ultrasound (if thyroid Dx)
 - **Gastroenterology:** CBC + CMP (thru RWJ)
 - **Infectious Disease:** CBC + CMP
 - **Nephrology:** CBC, CMP, Ultrasound (of Kidney)
 - **Oncology/Hematology:** CBC, CMP, Ultrasound (of Tumor)
 - **Otolaryngology:** CBC + CMP
 - **Plastic Surgery:** CBC, CMP, Diagnostic Imaging (of Site)
 - **Podiatry:** Diagnostic Imaging (if available); CBC + CMP (on availability)
 - **Pulmonology:** PFT
 - **Rheumatology:** CBC + CMP
 - **Urology:** CBC + CMP

- Charity Care:
 - In order to enroll into charity care, the minimum requirement is needing a blood test. Patients that will need to be enrolled in charity care should be given a script for the following tests:
 - CBC
 - CMP
 - While many facilities send diagnostic testing orders electronically to their affiliate labs for ease of service, certain Medina Clinic providers are only affiliated with specific hospitals. This would require a patient in their care to enlist in their hospital's charity care clinic, should any procedures need to be completed at the hospital level.

Appointment Procedure

- Referral Site's Unit Receptionist/Secretary will send a fax/email with specialty referral indicated and all relevant and required patient records to PCN
- Patient Care Navigator (PCN) will schedule an appointment with the necessary specialty provider(s) on Medina's provider panel. PCN will call patient with all required information for the appointment and assist in providing transportation, if needed
- PCN will attempt a **maximum of 6 calls** to the patient. If the PCN is unable to get in contact with the patient within 90 days for receiving referral, the PCN will send an update/follow-up fax or email to the referring facility, indicating the current patient status, dates of attempted phone calls, and any additional relevant information on the patient's case.
- Specialist will **fax** Consultation/Patient Encounter Report to the Patient Care Navigator
 - PCN will forward the report to the referring provider/PCP