Continuity & Coordination of Care

The goal of continuity and coordination of care is the seamless transition of patient care from one setting to another. It includes all aspects of member’s care and all of the providers involved in that care. The primary care physician (PCP) is the most appropriate connector. A member’s communication with their PCP will enhance their overall health and enable their PCP to direct their care so that all appropriate medical providers are involved. We encourage our members to keep their PCP informed of any change in their medical condition including visits to an intermediate, skilled or rehab facility; an inpatient or outpatient center; an emergency room or urgent care setting; a VA clinic, health fair, mental health care provider or specialists as well as any tests, medications or treatments that were recommended. We also strongly encourage the PCP to ask the member about these and to clearly communicate with any specialist. For improved continuity and coordination of care, we suggest the following:

- Specialists and/or PCP mail or fax updates as needed and include the information in the patient’s medical record
- Phone consultation or conference calls when multiple doctors are involved in the member’s care
- Concise documentation in the medical record to show that PCP/specialist consultation has occurred
- For our behavioral health members, our behavioral health providers are encouraged to discuss with their patients the importance of sharing their behavioral health care issues with their PCP. A release form is available by calling Behavioral Health Services at 1.800.624.6961, ext. 7301 or 740.695.7301 or on our website.

*Coordinated care ensures optimal patient safety.*