



## North Carolina Engagement Center Coordination of Care between Behavioral Health Care and Medical Care

Ensuring that patients have been evaluated medically is critical to good patient care. When a patient has multiple providers, communication becomes essential to promote quality health care, ensure safe practice, and prevent potential medical errors or complications. Beacon Health Options (Beacon) has initiated activities to help practices improve documentation in this area:

- Forms are available to help you obtain your patient's authorization to share information with the Primary Care Physicians (PCP). To download a copy of the form visit:  
[https://www.beaconhealthoptions.com/pdf/network/ncoc\\_government/Member\\_release\\_info\\_sheet PHI.pdf](https://www.beaconhealthoptions.com/pdf/network/ncoc_government/Member_release_info_sheet PHI.pdf)
- Member education tip sheets explaining why this is important may be copied and used in your practice. Copies may be obtained by calling **(866)719-6032**.
- Identification of best practices. If you or someone in your practice has created a successful system enabling increased coordination of care with PCPs or other Behavioral Health Practitioners, we would like to hear about it.

The 2016 Treatment Record Review demonstrates improvement with coordination of care w/behavioral health care and/or other consultants over the past year.

Coordination of Care Documented in the Treatment Record Review			
	2014	2015	2016
Coordination of care with PCP	64%	51%	48%
Coordination of care w/behavioral health care and/or other consultants	57%	42%	73%

### What can practitioners/clinicians providing outpatient services do?

- Request a discharge summary and/or continuing care plan from the hospital or treatment facility.
- Contact the patient prior to the first appointment to confirm appointment date and time.
- Schedule two appointments—the first appointment within seven days of discharge.
- Assess the patient thoroughly, including medication and appointment compliance.



- Convey a sense of availability to the patient by including an emergency contact number.
- Keep alternate patient phone numbers, or a phone number of a relative or friend in case of a missed appointment.
- Reach out to the patient after any missed appointments.
- Coordinate/communicate treatment with the member's psychiatrist, therapist and PCP.

### **What can facilities do for the patient upon discharge?**

- Ensure the continuing care plan is complete, including the patient's first appointment with contact information at the next level of care.
- Schedule the first appointment or two with the outpatient provider while the member is present—do not leave scheduling to the patient.
- Fax the continuing care plan to the outpatient provider and the PCP.
- Make certain the discharge review is faxed or phoned into Beacon on the day of discharge so appropriate follow up by Beacon can occur.
- Contact the Beacon care manager for questions and/or for assistance identifying a practitioner.
- Coordinate discharge planning with the assigned Beacon care manager.
- Educate the family on the importance of the members keeping the discharge appointment.