

Memo

To: All Blue Fish Front Offices
From: Long and Alicia
Date: September 2, 2021
Re: Transfer of Patients Between Blue Fish Offices

Effective immediately, there is a new protocol for transferring patients between Blue Fish offices. Please read the flow chart for this updated protocol and familiarize yourself with it.

This will make it possible for patients to request a transfer and schedule an appointment on the same day.

When Parents Call to Request a Transfer

1. Parent calls your office requesting to transfer to another office



2. Whoever answers the phone will start the process. Send telephone encounter in patient(s) chart to their new PCP as an FYI (i.e. "Patient moving to Katy from Cypress and asked if they could be with you. Pt needed sick appt today"). If the patient needs to schedule an appointment that day at the new office they may do so. The employee will change the patient's PCP in the patient information window and schedule any appointment the patient needs.



3. The new PCP will timestamp and type, "confirmed" to indicate they are aware of this and send it back to the employee who initiated the transfer (i.e. "Peter Jung 07/29/2021 01:53:10 PM > Confirmed")



4. The employee timestamps and sends the telephone encounter to the old PCP as an FYI (i.e. "Long Ngo 07/29/2021 1:56:15 PM > Sent to previous PCP FYI")



The previous PCP will timestamp and confirm they are aware of the transfer and send it to the FO supervisor of the patient's new office.



DONE