NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES

POLICY AND PROCEDURE DIRECTIVE

SUBJECT: CONSULTS – INTERNAL AND EXTERNAL

NUMBER: NN-PC-PL-03

ORIGINAL DATE: 06/13/95

REVIEW/REVISE DATE: 12/01/98, 04/01/99, 12/02/04, 8/2/07, 12/6/07, 8/19/10

APPROVAL: Rosalyne Reynolds {s} , Agency Director

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I. PURPOSE

The purpose of this policy is to describe how consultations outside of the facility are provided for Northern Nevada Adult Mental Health Services (NNAMHS) consumers.

II. POLICY

It is the policy of NNAMHS to provide access to consultant services when the consumer's condition requires such services. Medical Staff members can request outside consultation by outside psychiatrist or other specialist when warranted by the consumer's condition. The consultation approval process described below must be followed in order for payment of such services to be arranged.

III. REFERENCES

1. NNAMHS Policy and Procedure Directive NN-PC-AS-08 entitled, "Diagnostic Radiology Services."
2. NNAMHS Policy and Procedure Directive NN-IM-MR-07entitled, "Consumer Transfers and Documentation (COBRA)."
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3. NNAMHS Policy and Procedure Directive NN-IC-08 entitled, “Tuberculosis Control.”

IV. PROCEDURE

A. Outpatient

Outpatients will be referred to their primary care physician or the appropriate community resources.

B. Inpatient – Emergency Care

1. Consumer’s demonstrating emergent medical needs will be transported to an acute care hospital for diagnosis and treatment.

a. Appropriate COBRA Forms are to be completed by the designated staff and signed by the referring physician, as per policy NN-IM-MR-07.

b. The consumer must be discharged from NNAMHS at the time of the transport.

c. Consumer must be asked to sign the Advanced Beneficiary Notice (ABN) to notify the consumer that their transportation cost may not be covered.

d. Transport must have a written physician’s order on the chart as well as a supporting progress note.

C. Inpatient- Non emergency care

1. Hospitalized consumers will be referred to community providers for necessary but non-emergent medical care.

2. A consultation process is required for consumers with non-emergent issues that require attention during hospitalization.

a. The requisition form #MR116 entitled “Consultation Request and Report” will be ordered by the physician and completed by the requesting physician or licensed nurse.

b. The form will be submitted to the Hospital Medical Physician or designee for review and approval or denial. If denied, the form must be returned to the consumer's inpatient chart.
c. If the request is approved by the Hospital Medical Physician or designee, the form is then routed through the Patient Accounts Office.
d. Patient Accounts will review for financial information and indicate the responsible party on the form.
e. The consult form will be approved or denied by the Business Office ASO III (Administrative Service Officer – "Business Manager") or designee for payment.
f. The Agency Director or designee will approve or deny the request.
g. After approval, the appointment will be made.
h. NNAMHS staff will transport the consumer, via state car, to the referral consultant's office.
i. A copy of the consult request shall accompany the consumer.
j. Staff escorting the consumer to the consultant's office should have knowledge of the consumer's condition in the event questions are asked which the consumer cannot answer.

3. The report from the consultant will be placed in the medical record by the unit nurse within one working day of the NNAMHS receipt of the report. If the consumer has been discharged, the report will be sent to Health Information Services.
   a. The unit RN will date and initial the report, indicating review of the document.
   b. The attending physician will date and initial the report after reading it.
   c. The attending physician will document in the progress note that he/she has read the report and indicate action plan.

4. When a Chest X-Ray is ordered to rule out active tuberculosis after hours, the X-rays will be done within 24 hours of being ordered and the consultation completed on the next business day.