

Same Day Clinic Referral Process (from ED, ET, and home)

Quick Summary (see below for details):

- Business Hours: contact SDC charge nurse for sign-out and appointment, enter referral order, and instruct patient.
- After hours: send in basket message to schedulers (denoting patient to be seen at either 10:30 or 1:30 on next business day), enter referral order, and instruct patient.

Referrals Monday–Friday between 8AM—4PM:

1. Contact SDC Charge Nurse: Use a Vocera device, hospital phone (dial *33) or non-hospital phone (dial 984-215-4502) and, when prompted, say “Eastowne Same Day Clinic Charge Nurse.”
 - If unable to connect using Vocera, then try in the following order:
 - 1) Vocera “Eastowne Internal Medicine Charge nurse”
 - 2) Call SDC back line 984-974-4490
 - 3) Call Stacie Nichols 984-974-4471.

The SDC charge nurse will collect basic information (referring clinician, patient name/MRN, reason for visit, diagnosis, vitals, anticipated treatment/procedures) and schedule a SDC appointment.

2. Place Epic Order - Ambulatory Referral to Internal Medicine: Set priority = **Emergent**. Department = “UNC Same Day Clinic.” In the comments enter “SAME DAY CLINIC from [ED/Eastowne/Home]”

The screenshot shows the 'Ambulatory referral to Internal Medicine' form in Epic. The form includes fields for Class (Internal Ref, Internal Referral, External Referral), Referral (To dept spec: Internal Medicine, To dept: UNC SAME DAY), To provider, Priority (EMERGENT (1 day), Elective, Routine, URGENT (2-7 days)--phone call required), and buttons for 'Do you want ongoing co-management?' and 'Care coordination required?'. The Comments field contains the text 'Same Day Clinic from ED / Eastowne / Home'. The form has 'Accept' and 'Cancel' buttons at the top right and bottom right.

3. Provide patient instructions: when the appointment is scheduled the patient will receive an automated text message with appointment time and location. In addition, instruct your patient as follows:
 - Patient at home: arrive at Eastowne (address below) and check-in at 5th floor kiosk at their appointment time.
 - Patient already at Eastowne: send or escort (if needed) patient to 5th floor for check-in at their appointment time.

- Patients being discharged from ED: use smartphrase **.DOMEDDISCHARGETOSAMEDAY** to enter the following instructions in the patient's After Visit Summary (AVS):

You are scheduled for a follow-up appointment on *** at *** in the UNC Internal Medicine Same Day Clinic within the Eastowne Medical Office Building at 100 Eastowne Drive, Chapel Hill, NC 27514.

There is a free parking garage next to the building. Enter through the front door, take the lobby elevators to Floor 5, and check-in at the welcome kiosk. If questions, please call 984-974-4462.

Although unlikely, if you experience major concerns while awaiting your appointment you may always return to the Emergency Department.

Referrals on Nights & Weekends: the SDC will reserve appointment slots Monday—Friday at 10:30 AM and 1:30 PM for patients referred after hours.

1. Send In-Basket message to SDC scheduling team:
 - To: "P UNC Internal Medicine Eastowne Same Day Schedulers"
 - Subject = "Same Day Clinic Appointment from [ED/Eastowne/Home]"
 - Patient field – add patient
 - Text: Dear SDC Schedulers, I am sending a patient from Home / ED to be seen in the Same Day Clinic on the **[preferred date]** at **[10:30 AM OR 1:30 PM]**.
2. Place Epic Order - Ambulatory Referral to Internal Medicine: Set priority = Emergent. Department = UNC Same Day Clinic. In the comments enter "SAME DAY CLINIC from [Emergency Department OR Home]".

Ambulatory referral to Internal Medicine

Class: Internal Referral Internal Referral External Referral

Referral: To dept spec: Internal Medicine

To dept: UNC SAME DAY

To provider:

Priority: EMERGENT (1 day) Elective Routine URGENT (2-7 days)--phone call required

Do you want ongoing co-management? Yes No

Care coordination required? Yes No

Comments: Same Day Clinic from ED / Eastowne / Home

Show Additional Order Details

Next Required

3. Provide patient instructions: when the appointment is made the patient will receive an automated text message with appointment time and location. In addition, instruct your patient:
 - Patient at home: arrive at Eastowne (address below) and check-in at 5th floor kiosk at their appointment time.

- Patients being discharged from ED: use smartphrase **.DOMEDDISCHARGETOSAMEDAY** to enter the following instructions in the patient's After Visit Summary (AVS):

You are scheduled for a follow-up appointment on XX/YY at ZZ:ZZ in the UNC Internal Medicine Same Day Clinic within the Eastowne Medical Office Building at 100 Eastowne Drive, Chapel Hill, NC 27514.

There is a free parking garage next to the building. Enter through the front door, take the lobby elevators to Floor 5, and check-in at the welcome kiosk. If questions, please call 984-974-4462.

Although unlikely, if you experience major concerns while awaiting your appointment you may always return to the Emergency Department.

4. Clinical Documentation: in either a telephone message (if patient at home) or in consult note/discharge summary (if patient in ED) enter **.DOMSDCREFERRAL** to document reason for referral, need for procedures or tests, and whether you (the referring physician) will be involved in follow-up care.

Same Day Referral Workflow

Patient in outpatient setting (Home or in Eastowne Building) or stable for discharge from ED with close follow-up (within 3 days) at Same Day at Eastowne

During business hours

After business hours

Contact Same Day Charge Nurse for Appt: Use a Vocera device, hospital phone (dial *33) or non-hospital phone (dial 984-215-4502) and, when prompted, say **"Eastowne Same Day Clinic Charge Nurse"**

1. If unable to connect using Vocera, then try in the following order: (1) Vocera **"Eastowne Internal Medicine Charge nurse"**; (2) Call SDC back line **984-974-4490**; (3) Call Stacie Nichols (nurse manager) 984-974-4471.

Place Epic Order - Ambulatory Referral to Internal Medicine:

Referred to department: UNC SAME DAY CLINIC EASTOWNE CHAPEL HILL [1070705001040]

Set priority = Emergent. In the comments enter "SAME DAY CLINIC from [ED/Eastowne/Home]"

Provide patient instructions:

- patient will receive an automated text message with appointment time and location.
- use smartphrase **.DOMEDDISCHARGETOSAMEDAY** to enter instructions in the patient's After Visit Summary (AVS)

Patient stable for discharge from ED with close follow-up (within 3 days) at Same Day at Eastowne

Arrange to book held slot at 10:30am or 1:30pm Mon-Fri

Send InBasket message to SDC scheduling team:

1. To: **"P UNC Internal Medicine Eastowne Same Day Schedulers"**
 - Subject = "Same Day Clinic Appointment from [**Emergency Department OR Home**]"
 - Patient field – add patient
 - Text: Dear SDC Schedulers, I am sending a patient from Home / ED to be seen in the Same Day Clinic on the [**preferred date**] at [**10:30 AM OR 1:30 PM**].

In clinical documentation use the dotphrase **.DOMSDCREFERRAL** to provide clinical information to SDC provider