**Partnering with Primary Community Pediatricians following**

**Pediatric Emergency Department Visits**

Monroe Carell Jr. Children’s Hospital at Vanderbilt

* Dedicated staff members whose primary responsibility is facilitating follow-up phone calls to our referring pediatricians. These staff members are experienced RN‘s who monitor arriving and discharging patients and facilitate follow-up phone calls to primary care physician to maximize continuity of care.
* Expect Form/Access Center- Referrals are made through our Access Center; a computerized Expect Form is generated with the referring MD’s contact information. During the call, the referring MD is asked if they would like a follow-up phone call. This triggers informatics flags on the Pediatric Emergency Department (PED) patient list that indicates the referring MD has requested a follow-up phone call.
* Our goal is that all admitted patients and those who are referred through the access center and request to be called back receive a follow-up phone call 100% of the time. These calls will be made by the Pediatric Emergency Physician and/or dedicated communications staff member.
* The Triage Note and Discharge Summary are faxed to all MD’s that are identified by the family following discharge.
* Any patient who leaves the department prior to or before treatment is completed receives a follow-up phone call explaining the risks and benefits of leaving prior to being seen. The MD of record is contacted for high acuity patients.
* Pertinent lab values are reported to primary care physician by case management.