

**HAMILTON CENTER, INC.
OPERATIONS MANUAL**

Section:	MEDICAL SERVICES	Policy No.:	OP.12.01.00.00
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Policy:	COORDINATION OF CLINICAL CARE	Date Originated:	09/96
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PURPOSE

To provide the highest quality health care services to consumers by effectively communicating and coordinating care with co-treating providers.

POLICY

- A. At Hamilton Center, Inc. (HCI) coordination of care is a fundamental principle to an effective system of care for the consumer. Optimal coordination of care is achieved through the exchange of information with other health care providers involved in the individual's care to ensure:
1. Needs are met through the appropriate services;
 2. Services are not duplicated by providers involved in providing care; and
 3. Follow-up and continuity of care with other providers to whom the consumer is referred.
- B. In compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), other federal and state laws and third-party payer expectations, Hamilton Center, Inc. will exchange information and coordinate care with co-treating providers. Hamilton Center, Inc. also releases information to family members, legal guardians and referral sources as authorized to coordinate care and implement the treatment plan. Hamilton Center, Inc. encourages family members and other consumer support system(s) to be involved in treatment in order to assure success for the person served.
- C. Consumers receiving services from Hamilton Center, Inc.'s inpatient services are referred back to their referring or preferred outpatient provider. Coordination of care occurs prior to the consumer's discharge from inpatient services. Hamilton Center, Inc. may arrange for and/or facilitate inpatient services placement with another provider for registered Hamilton Center, Inc. outpatient consumers. In such cases, Hamilton Center, Inc. will coordinate with the inpatient service provider to facilitate the individual's return to Hamilton Center, Inc. outpatient services.
- D. Additionally, for certain Program/services, Hamilton Center, Inc. will maintain protocols for tracking consumers who are admitted to and discharged from non- Hamilton Center, Inc. treatment facilities including, acute care hospitals, other psychiatric hospitals, urgent care settings, residential settings, opioid treatment programs or other specialty substance use disorder treatment facilities.

- E. Hamilton Center, Inc. will maintain protocols to coordinate the transition of consumers from emergency rooms and from the types of facilities listed above and provide transition services to a safe community setting if required, and ensure that the transfer of medical records, prescriptions and related information is obtained. Where appropriate, transition and follow-up activities could include a Safety plan and peer services for those consumers awaiting placement to a program or until their next scheduled Hamilton Center, Inc. appointment.
- F. When Hamilton Center, Inc. consumers are referred to other medical providers/specialist, care managers and other providers will facilitate the consumers' ability to attend the appointment and follow up with the provider and consumer to ensure the appointment occurred when appropriate. The outcome and information from the appointment will be communicated to the treatment team.
- G. At present Hamilton Center, Inc. screens individuals being considered for admission to a state operated facility and serves as the local gatekeeper for admissions to state operated facilities. The evaluation findings may be shared with the presiding court and state operated facilities considered for placement. State operated facility admissions and discharges are coordinated by the Hamilton Center, Inc. liaison to insure continuity of care.
- H. When coordination of care with co-providers cannot be arranged because the client refuses to release or exchange pertinent information that could impact the efficacy and safety of treatment, or the client is obtaining treatment from a non- Hamilton Center, Inc. provider, i.e., medication, contrary to the recommendation of their nurse practitioner/psychiatrist/physician, Hamilton Center, Inc. may choose to discontinue services and refer the person to their co-treating provider for continued care.