



DELAWARE VALLEY ACO
an accountable care organization

Referring a DVACO patient to Care Coordination

DVACO accepts direct referrals from participating DVACO providers to evaluate patients who may benefit from care coordination. The provider may contact us by phone to discuss a referral, or use the DVACO Care Coordinator Referral Form to send a request. Instructions and contact numbers are located on the Form. Confirmation of receipt of the patient referral is provided the same day.

The provider can expect the care coordinator to review previous claims history and submitted medical records. A registered nurse care coordinator will outreach to the patient and/or family contact within 48 hours of provider referral. Often this is the same day. An overall assessment of the patient along with specific requests will be completed. If indicated, the care coordinator may visit the patient in the hospital, extended care facility, rehabilitation center, or home.

The DVACO care coordinator will keep the provider informed during the care coordination process. Summary notes and care plans can be shared with the provider who may scan or attach to the patient electronic medical record. If/when possible, the care coordinator will make an entry directly into the patient's record, noting identified problems, goals and interventions.

If you would like to discuss the DVACO care coordination program, or need additional information, please contact:

Karen Canning RN, MSN, CCM

Manager, Care Coordination

CareCoordRefer@dvaco.org

(610) 225-6277

Process Instruction

Best if completed on a computer; will need access to Word.

1. From the DVACO website "For Healthcare Providers" page, download the Referral Form.
2. Complete the Form in Word with all available information.
3. Save the Referral Form locally to your computer, adding the patient's last name and the date of submission to the file name.
4. Please include the following Supporting Information with the Referral Form:
 - Current Medication List
 - Most recent physician clinic note and/or hospital discharge summary
 - Most recent laboratory data, including disease-specific markers such as HgbA1C, lipid profile, ejection fraction, etc.
5. Send the Referral Form and Supporting Information to the DVACO by clicking the DVACO Secure File Transfer Link on the website "For Healthcare Providers" page. Enter the Contact Information and click the Continue to Upload Page. Either drag and drop the completed Referral Form and Supporting Documentation or click the Choose Files button and browse to select the files to be uploaded. Click the Upload Files button to submit the referral to the DVACO.