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### Improving the Referral and Prior Authorization Process for Non-Health System Orders

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**Improving the Referral and Prior Authorization Process for Non-Health System Orders**

**Ashley Eastman**

M.S. in Healthcare Management

2022

Granite State College

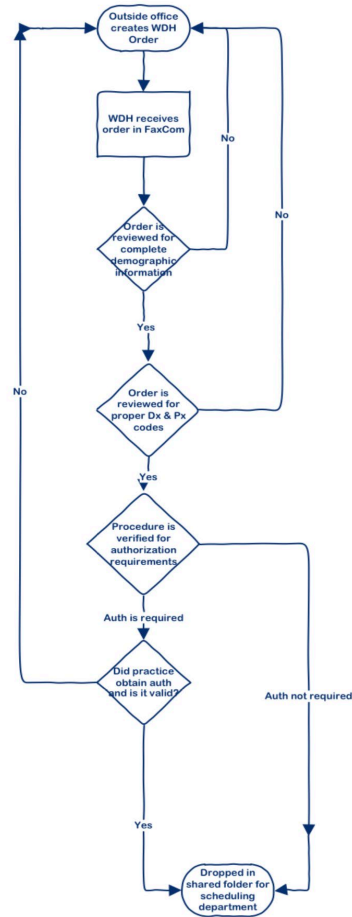
## Aim of Project

- To identify gaps in the outside order process for Wentworth Douglass Hospital (WDH).
  - Outside orders are referrals that come to WDH via e-fax from non- Wentworth Douglass providers or practices.
- After gaps or areas of improvement are identified, research process improvement options to present to the department.
- The updated process should work to be most efficient in time/workflow, benefit the hospital financially, and have patient satisfaction in the forefront.



WENTWORTH-DOUGLASS  
HOSPITAL  
A Mass General Community Hospital

# Order Control Process



## Assessment

- The Financial Clearance Order Control staff member receive 150-200 outside orders via fax every week.
  - Primarily these include imaging, echo-stress, and sleep lab orders.
- Currently, on average, 30-35 orders are returned to the ordering practice per week, delaying scheduling.
- There are no requirements for outside practices as to what needs to be included in the orders.
- After scheduling, an additional staff member transmits the non-Epic order into the patient's account in Epic.

## Next Steps: Two Options

### **Option #1-**

- WDH will not return orders to referring practice
  - Internal pre-cert department obtains missing authorizations to minimize delays.
  - WDH calls practice for missing demographics or insurance information and does not communicate via fax.

### **Option #2- Hybrid Approach *Most Favorable Option***

- WDH utilizes Epic Application, Physician Gateway (Epic Carelink), to receive majority of outside orders.
- Any outside physicians that choose to not adapt to Physician Gateway will follow Option #1.



**Questions?**

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