**UTSW Clements (and Zale Pavilion) Care Coordination Department**

**Staff includes Care Coordinators (Registered Nurses and Social Workers) and Patient Navigators.**

**Care Coordinators** are here 7 days a week (full staff weekdays, and skeleton staffing on weekends). Care coordinators have an on call pager to provide guidance and limited interventions from 4pm-7pm: 214-362-1007.

**Patient Navigators** follow the UT clinic schedule and are here weekdays only. Any after hours or weekend requests will be addressed on first business day following the request if a staff message was sent.

Both care coordinators and navigators are housed on the units that they are assigned. They can often be found in the hoteling area of the unit and are available for face to face conversations. They are also assigned on the treatment team and can be reached by secure chat. Please discuss your patients discharge plan with them daily.

Tasks commonly completed by **Care Coordinators** (*Care Coordination Referral Order Needed):*

* Sending referrals for placement (SNF, LTACH, Inpatient Hospice, Inpatient Psych, & IPR)
* Ordering prescribed home supplies and equipment
* Sending referrals for Home Health and Hospice
* Sending orders for IV Antibiotics/Infusions, Tube Feeding, TPN to an infusion company
* Prior-authorizations for home medications
* Suggest cost reduction programs for discharge medications (GoodRx, prescription discount cards, etc)
* Sending referrals for Cardiac/Pulmonary Rehab
* Sending referrals for Neuro Rehab and Day Neuro Rehab
* Assist with setting up transportation to discharge location

Tasks commonly completed by **Patient Navigators** (*staff message request preferred*):

* Requesting outside medical records and/or imaging on CD to be delivered overnight (or next business day) and uploading to Epic
* Connecting uninsured patients to low cost primary care in the community
* Scheduling appointments with UTSW clinics or providing clinic information if clinic is expected to contact patient.
* Scheduling appointments with community providers for primary care or specialist if that is patient preference
* Providing Parkland financial assistance application and faxing specialty clinic referrals for uninsured Dallas County Residents
* Assisting with preparing documents for provider to sign such as FMLA, return to work, consulate/VISA requests (and others as medically necessary related to hospital stay that provider is willing to sign)

If a patient needs something arranged to be able to discharge *advanced notice is needed* – many items that go through insurance could take 72 hours for authorization (such as facility placement and home infusions). At least 1 day prior to discharge is requested for appointment requests.

Limitations: The Care Coordination Department is intended to support UTSW inpatient areas only (with the exception of the Emergency Department). Requests from the clinics or outpatient areas should not be sent to the inpatient team and instead handled by the clinic staff (nurses, social workers, coordinators).