

TITLE: STANDARDIZED STANDING ORDER AND PROTOCOL FOR PATIENT HEALTH COORDINATORS (DIABETES)

PURPOSE: To clearly define the roles and responsibilities of Patient Health Coordinators who support care for patients with chronic medical problems, and to establish guidelines for such functions

STANDING ORDER:

This standing order applies to adult diabetics ages ≥ 18 years of age who have not had a diabetes-related visit at NEMS in the past 6 months. Orders are to be followed by designated Patient Health Coordinators.

DIABETES-RELATED LAB WORK

A. The Patient Health Coordinator (PHC) will check the lab module and diagnostic history for outside lab in EHR to see if the following diabetes-related labs are ordered. If the labs are outdated the PHC will first call the patient to advise the patient to complete the labs, and then order labs in EHR.

If prior labs are within 6 weeks of being one year old, they will be ordered again.

B. Schedule the patient with a follow-up appointment 2 weeks after completion of labs with his/her PCP to review results.

C. Patients should be encouraged to complete all lab tests. If patient declines testing due to cost or other reasons, the lab tests should be prioritized in the following order:

1. HbA1C and serum creatinine together
2. Fasting Lipid Panel
3. Microalbumin urine test

D. If the patient cannot be reached after 3 outreach calls on 3 different days, a Diabetes Outreach letter should be mailed to the patient.

***DILATED RETINAL EYE EXAM**

If patient does not have a dilated retinal eye exam result recorded within the last 12 months, please schedule patient for a Diabetes Retinal Scan

* For SF clinic sites only