

MCINTOSH TRAIL  
COMMUNITY SERVICE BOARD

POLICY NO. 2106  
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SUBJECT: CARE CONNECTION SCREENING OF APPOINTMENTS

EFFECTIVE  
DATE: 04-05-11 (replaces 04-07-10)

APPROVED BY:

Revised (no changes:) \_\_\_\_\_  
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Executive Director

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POLICY

It is the policy of McIntosh Trail CSB that each individual calling the Care Connection line (or calling any of our outpatient clinics whose phones are transferred to Care Connection) will be screened to determine eligibility and, if appropriate, an appointment will be scheduled with the appropriate outpatient center.

PROCEDURE

1. Care Connection staff will record each phonecall for services through the Single Point of Entry Screen, gather Client Demographic Information, reason for appointment and payor sources.
2. Each appointment given will be listed in our M&M scheduler screen with a notation from the Care Connection staff member with information regarding appointment.
3. All hospital discharge information is recorded on a Hospital Discharge Form (see attachment), given the earliest possible appointment and the form is faxed to the appropriate outpatient center for follow-up, if needed.