

## Audio Communicator Referral Reminder from Luke Outpatient Clinic

The Military Health System recently implemented a new referral reminder system for patients assigned to Luke Outpatient Clinic Primary Care Managers (PCM) who have a referral for specialty care. The new referral reminder system, implemented in July, will help identify incomplete referrals and improve receipt of medical records by the clinic after specialty care has been provided.

Patients assigned to Luke Outpatient Clinic PCMs who are referred for specialty care will receive automated calls reminding them to make an appointment with a specialty provider. TRICARE beneficiaries enrolled to Luke Outpatient Clinic PCMs can expect a telephone call to the number they have listed in CHCS (the clinic's medical record system). Patients should expect to receive 4 automated telephone calls at 20 days, 60 days, 65 days and 75 days. Patients will continue to receive automated calls for each referral written for them until they take action to interrupt the automated call schedule. The automated call schedule can be interrupted by responding to the automated call survey, or contacting the Referral Management Center (RMC) at (623) 856-9382 or 9396 and reporting a specialty care appointment date and the name of the civilian specialist with whom you have an appointment. The call schedule can also be interrupted by calling the RMC at (623) 856-9382 or 9396 and informing them you do not plan to use your referral.

Reporting your civilian specialty care appointment to the RMC will assist the referral office in obtaining your records from your civilian specialist visit. When specialty care medical records are available to your MTF provider, you receive care without delay and help maintain a high level of continuity of your medical record.

Please continue to also notify TriWest of the appointments you make by calling 1-888-874-9378 (1-888-TRIWEST). For more information, please call the Referral Management Center at 623-856-9382 or 9396.