



# UMPQUA HEALTH

## TRANSITIONAL CARE

### ABOUT UMPQUA HEALTH TRANSITIONAL CARE

Access to timely primary care is important for your patients, especially those just discharged from the hospital. As you know too well, it's important for patients to be seen by their primary care provider within 24 to 72 hours after discharge.

Timely follow up care leads to healing, improved disease management and contains costs associated with unnecessary and avoidable readmissions. However, when your schedule is already full, access to your clinic for these vulnerable patients is often a challenge.

Umpqua Health's Transitional Care Clinic is here to see your recently discharged ATRIO and UHA patients on a limited basis when they can't get in to see you. Our team will work to enhance outcomes and improve the health of patients at risk for readmission.

### WHAT WE DO

The Umpqua Health Transitional Care team consists of a nurse practitioner, registered nurse and an administrative support person housed in a clinic setting.

The goal is to provide medical support during the critical post-hospital time period. The transitional care process begins during the hospital stay and involves an assessment of a patient's risk for readmission with support through the discharge planning process.

After the patient is discharged from the hospital, face-to-face visits and phone follow up can be performed for up to four weeks.

### WHAT WE DO *(continued)*

During those encounters with the patient and caregivers the focus is on medication reconciliation, promotion of self-management, encouragement to maintain a personal health record, and teaching alertness to red flags of a worsening condition. In order to ensure a smooth transition back to the PCP our encounters will be communicated in a timely manner after each contact.

### MAKE A REFERRAL

If the PCP is unable to schedule an appointment within 72 hours of discharge, or if they think our services would be beneficial, a referral can be sent to the Umpqua Health Transitional Care Clinic by the following methods:

- PHONE: (541) 464-6289
- FAX: (541) 459-5741
- EMR: Send a flag to either Elaine Cheney, NP or Keala Meyer, RN



Visit us on the web at [umpquahealth.com](http://umpquahealth.com) | Like us on 

Phone (541) 464-6289

Referral Fax Line (541) 459-5741