

Clear Care, Clear Next Steps

Supporting Members Through Coordinated Care

Care coordination means making sure the right information gets to the right people at the right time, so members don't feel confused, lost, or left on their own between visits. When care is not well coordinated, members may repeat tests, miss follow up care, or feel unsure about what to do next. Coordinated care improves safety, reduces gaps in care, and supports better health outcomes.

When care coordination works, members know:

- What is happening next
- Who is helping them
- Why it matters
- Who to contact for questions

Before the Appointment

- Ensure timely appointments for patients recently discharged from a hospital or facility.
- Obtain and review records from PCPs and specialists in advance (EMR or fax).
- Ask patients to bring all current medications to each visit.
- Review recent hospital, ED, and specialty care before seeing the patient.
- Use daily team huddles to identify patients with follow up or coordination needs.

During the Appointment

- Ask whether patients have seen other providers and acknowledge known specialty care.
- Review medications, confirm understanding, and identify potential interactions.
- Explain next steps, referrals, or tests in clear, plain language.
- Encourage patients to ask questions or share concerns about their care.
- Schedule needed follow up visits, referrals, and tests before the visit ends.

At the End of the Appointment

- Confirm all follow up appointments, referrals, and tests are scheduled.
- Verify specialist appointments are made or assist patients with scheduling.
- Share relevant records with other providers involved in the patient's care.
- Track and follow up on referrals and ongoing specialty treatment.
- Partner with Sunflower Care Management for patients needing extra coordination or education.

Quick Tips for Care Teams

- Write down next steps and give them to the member before they leave.
- Document who is responsible for follow up in the medical record.
- Ask: "Do you know who to call if you have questions?"
- Coordinate with case managers or care managers when available.

