

How to Obtain Urgent or Specific Primary Care Follow-Up

Patients Assigned to a GLA PACT Team

The ED-PACT Tool is available for patients who are assigned to a GLA PACT teams at WLA (except ID and Geriatrics), Sepulveda, LA Ambulatory Care Center Santa Barbara, Bakersfield, Oxnard, and Santa Maria. The ED-PACT Tool is an order that directly alerts **PACT RN Care Managers** to address <u>urgent or specific needs</u> of patients who are sent home from the ED. It assures that patients post-ED follow-up care needs are addressed by bringing the PACT RN Care Manager into the communication loop.

Types of Patient Needs Appropriate for the ED-PACT Communication Tool	
Symptom check	Wound Care/Suture Removal
Laboratory follow-up	Care coordination for follow-up care
Blood Pressure Check	Radiology follow-up imaging

Please do not send ED-PACT Tool orders for any routine follow-up care. Instead, instruct the patient to call the PACT Clinic Call Center (877-251-7295).

In general, PACT clinics cannot administer IV medications or provide follow-up within 48 hours. If the patient needs follow-up care within 48 hours, or over a holiday weekend, please have them return to the ED or verbally communicate with PACT provider to arrange care. PACT clinics are open Monday-Friday 8 AM- 4 PM (excluding holidays).

Also, do not send ED-PACT Tool orders for patients residing in the DOM. Instruct the patient to see the provider who is in the DOM, who can access the ED note regarding follow-up care needs.

How does the ED-PACT Tool work?

ED Providers enter a CPRS order indicating urgent or specific needs for post-ED follow-up care.

1) Tool is initiated within:

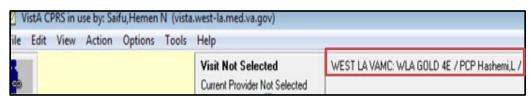
a) ED Aftercare Instructions



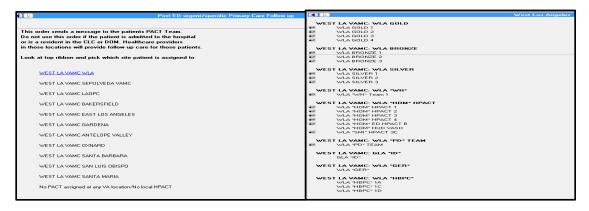
b) Primary Care Urgent Follow Up



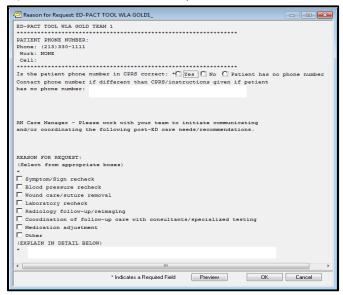
2) Identify Patient's PACT Team by looking at top banner



3) ED Provider Chooses PACT Clinic and Team



4) ED Provider Fills in Templated Order



5) PACT RN Care Manager receives a CPRS alert about the order and, working with the PACT Team, initiates or addresses the patients' care needs.

Unassigned Patients

If a patient needs assignment to a PACT clinic for routine care, instruct them to call the clinic. For unassigned patients with urgent and specific needs, place a primary care consult. Go to the Primary Care Urgent Follow Up link, click on 'No PACT assigned at any VA location/No local HPACT' and complete the Primary Care Consult.

