

APPENDIX D - Communication from Walk In Connected Care (WICC) to the Primary Care Home Provider (PCHP)

Communication from WICC (or Teen Clinic) to Primary Care Home is required in following situations:

- Regardless of appointment reason, if the patient requests that the visit notes, summary, and/or test results be sent to PCHP, ensure compliance with [WRHA Regional Policy #10.40.100 Use of Personal Health Information](#)
- Examples include when follow up is required due to further testing/investigation, diagnostic results, medication changes/titrations and patient is planning to see PCHP regarding same. If the patient is returning to WICC and wishes follow up to be completed at WICC, then results and notes will only be sent to the PCHP upon request from the patient.
- Pediatric patients with parent or legal guardian requests, regardless of whether they have a pediatrician or another PCHP.
- Any time a result is sent to the PCHP the WICC will provide explanation/background regarding diagnostic investigation and identify follow up plan.
- When patients present to the WICC upon request of another PCHP to have blood pressure monitoring, the WICC clinician will confer with patient and discuss follow-up with PCHP. For example, if blood pressure monitoring is requested, then patient will have a log book to record readings. The patient can review their log book with their PCHP upon their follow-up visit. If the PCHP has access to Accuro, then the provider can access the results online.

The communication requirements as outlined above will be sent via fax - either internally via Accuro or externally via conventional fax depending on the receiving PCHP and WICC system process.

When more urgent communication is necessary in order to discuss a patient presentation and/or entrance complaint, the WICC provider should consider whether to review with another colleague within WICC, patient's PCHP or the Emergency Department.

If the patient is transferred to the Emergency Department, WICC will send a 'FYI' discharge summary to the PCHP that identifies the clinical presentation that sent them to the Emergency Department.