

Summary of the MSHP Care Compact

This document summarizes the care compact you have signed as a member of Mount Sinai Health Partners. The care compact is a framework for how specialists and primary care physicians will work individually and collaboratively to provide the best care to their shared patients.

Ensure safe, timely, and
effective **care
coordination** for the
patient

Primary Care Provider:

- ✓ Ensures patient clinical and demographic information is complete, up-to-date, and transferred appropriately
- ✓ Educates patient about the specialty visit
- ✓ Provides specialist's contact information to patient

Specialty Care Provider:

- ✓ Determines/confirms patients' eligibility
- ✓ Collaborates and communicates with the PCP (i.e., working with a referral contact) on needed services for patient
- ✓ Informs patient of purpose and expectations

Provide patients with
access to appropriate
care and support
especially for urgent
matters

Primary Care Provider:

- ✓ Communicates with specialist on patient no-shows
- ✓ Determines reasonable time frame for specialist appointment
- ✓ Provides secure email option for communication with the patient and/or specialist

Specialty Care Provider:

- ✓ Communicates with PCP regularly (e.g., no-shows, pre-consultations and information about other physicians at the practice who agree to compact principles)
- ✓ Is available to see the patient and offer consultation as needed
- ✓ Provides secure email option for communication with the patient and/or PCP

Establish roles, responsibilities, and expectations for a **collaborative care management** model

Primary Care Provider:

- ✓ Follows evidence-based guidelines such as Patient Centered Medical Home to support patient pre-and post-specialty care
- ✓ Provides care as outlined by specialist and incorporate care plan recommendations
- ✓ Works with patient on long-term plan and follow-up
- ✓ Shares data with specialist in a timely manner including consultations and care plans

Specialty Care Provider:

- ✓ If the specialist provider assumes the role of a PCP, the specialist provider will perform PCP duties such as ensuring completion of preventative screenings and providing comprehensive annual health assessments.
- ✓ Reviews information sent by PCP and work with PCP and patient to address concerns
- ✓ Works with PCP to determine if additional services and specialists are needed
- ✓ Obtains prior authorization as needed
- ✓ Communicates with PCP on major interventions, emergency care or hospitalization
- ✓ Prescribes pharmaceutical therapy with insurance formulary and preference to generics

Establish effective **patient communications** to support patients as needed and minimize concerns

Primary Care Provider:

- ✓ Discusses with patient the recommended care plan, desired care team, and treatment goals
- ✓ Engages patient in Medical Home concept

Specialty Care Provider:

- ✓ Shares information and educational materials with patients about care and treatment
- ✓ Is available to answer questions and involved with the patient care team
- ✓ Recommends that the patient follows up with the PCP

To read the full MSHP Care Compact, please log into the Provider Portal at mshp.mountsinai.org and visit "MSHP Quality Improvement Program" section on the Clinical Integration page. For questions please contact mshp@mountsinai.org.