



Coordinating Referrals

- **Let's talk access.** What are the issues with access?
 - *Wait times for specialty- do we know expectations?*
- **Let's talk barriers.** What are the barriers with referral coordination?
 - *complexity of the patients*
 - *non-compliance*
 - *Change thinking about barriers- how do patients see barriers?*
 - Appropriateness
 - Understanding of the referral
- **Let's talk solutions.** What would the ideal referral look and operate like?
 - *Tracking- how do we currently do this? How could this be improved?*
 - *Patient Navigation- assisting patients with navigating barriers. Do we understand barriers? Are we part of the problem or the solution?*
 - *Policy- do we utilize what's offered i.e.; transportation?*
 - *Education- teaching about Medicaid as an insurance and social responsibility. What is our role for educating? How could this lead to engagement?*

Thoughts and ideas...

