

# Adult Referrals to UCSF Parnassus ED

- Any time a patient is being directed to the Parnassus ED, the referring provider will be expected to notify the ED
  - Call (415) 353-1238 (or x3-1238) and provide name, MRN, and DOB of patient so that front desk staff can enter patient into expected track board
  - Enter **.EDRefer** SmartPhrase to provide necessary information for the ED team
    - Referring provider may start a new note (Telephone Encounter note type) or include in their existing clinic or progress note
    - This note must be completed and signed in real-time by the provider who best knows patient/scenario
    - The ED team will rely on this note for communication and reference
- For patients who are unstable or any time the referring provider prefers to also give a verbal handoff (in addition to completing a note), an ED provider will be available
- ED providers will make every attempt to be available to speak with referring providers (if not immediately possible, referring providers may request a call-back)
- What is expected of the referring provider?
  - Ensure that adult patients know to present to ED at Parnassus campus (not Mission Bay) via appropriate means of transportation
  - Provide appropriate clinical detail including anticipated consultation, testing, and disposition
  - Please avoid setting unreasonable expectations with patients (i.e., promising specific tests or hospital admission) – appropriate plan will be determined after ED team evaluation and in conjunction with referring provider while considering available resources
  - Referring providers may be asked to discuss patients after ED team evaluation
- When NOT to refer patients to the ED
  - Stable patients who need an expedited workup of a nonacute process
  - Patients where there is not a need for stabilization, urgent specialty evaluation/consultation, urgent treatment (i.e., antibiotics for sepsis), or expert evaluation to assess for emergency
  - Patients who need routine hospitalization where there is no urgent or emergent process
  - For non-emergent admissions, referring providers should call the admitting office at (415) 353-9166 (or x3-9166) to arrange for a direct admit