




CIPA Western New York IPA, Inc.  
A Partnership for Medical Excellence

<b>Policy Name</b>  <b>Access to CIPA Health Care Professionals</b>	<b>Policy Number:</b> 004-2009	
<b>Effective Date:</b> <b>March 16, 2009</b> <b>March 25, 2010</b>	<b>Revised Date</b>	<b>Reviewed Date:</b> <b>February 26, 2009</b> <b>February 25, 2010</b>
<b>Implemented By:</b> <b>Vice President, Medical Affairs,</b> <b>CIPA</b>	<b>Signature:</b> 	

**Policy:** CIPA ensures that clinical information is provided by appropriate professionals.

**Definition:**

*Clinician:* Any individual who is licensed to treat patients; can be internal or external to the organization. However, a clinician external to the organization must be able to discuss issues related to programs offered by the organization. The intent is to provide clinicians with the opportunity to discuss clinical issues related to the program with a doctor or nurse, if they desire.

Types of interactions:

- Patients contact the physician office; clinical questions are referred to the clinical staff.
- Physician office care coordinators or physician contacts CIPA pharmacist. Questions regarding specific patient information will be considered a consult. Consults may occur face to face and via the telephone. The consult will be documented by the pharmacist and communicated by fax and /or secure, encrypted email to the physician office. General questions regarding pharmaceuticals that are not patient specific can also be directed to the CIPA pharmacist.
- Physician office care coordinators or physician contacts CIPA Disease Management director and facilitators for questions regarding challenging patients and situations and possible interventions, self management strategies.
- Physician office staff or physician contacts CIPA office nonclinical staff for general questions not related to patient care. If clinical questions are posed to the CIPA office nonclinical staff regarding patient care and disease management, the CIPA office staff must refer the call to a CIPA clinical staff person
- Practice Physician contacts CIPA V.P. Medical Affairs – complaints or questions whereby the physician requests to speak with the V.P. of Medical Affairs.

Upon answering the telephone or email from patients or practitioners, as well as face to face patient encounters, CIPA employees are required to indicate:

1. whether they are health care professionals
2. the type of health care professionals they are; and
3. CIPA office

Example: This is name, a registered nurse in disease management at the CIPA office.

Upon answering the telephone or email from a patient, as well as face to face patient encounters, physician office employees are required to indicate:

1. whether they are health care professionals
2. the type of health care professional they are and
3. the name of the office practice

Example: This is name, a registered nurse at name of office.

\* CIPA Disease management facilitators and office staff do not have patient contact on a regular basis. However, when it does occur, this aforementioned process will take place