



MONTANA STATE HOSPITAL POLICY AND PROCEDURE

CONSULTATION SERVICES

Effective Date: June 25, 2020

Policy: TX-05

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- I. PURPOSE:** To ensure provision of consultation and specialized treatment services for Montana State Hospital (MSH) patients.
- II. POLICY:** MSH may provide consultation and treatment services when the Licensed Independent Practitioner determines these services are needed. These services may be provided through consultation between Licensed Independent Practitioners within the hospital, or with outside medical providers.
- III. DEFINITIONS:**
 - A. Consultation:** Communication between two or more Licensed Independent Practitioners or other professionals to evaluate the nature and progress of an illness or disease in a particular patient in order to establish a diagnosis, prognosis or recommendation for treatment.
- IV. RESPONSIBILITIES:**
 - A. Dentist or Licensed Independent Practitioner:** Writes an order stating rationale for consultation.
 - B. Licensed Independent Practitioner:** Verifies guardianship information and the patient's competency.
 - C. Treating Unit Nurse:** Prioritizes requests for Medical Clinic services, coordinates appointments with the Medical Clinic staff, and prepares billing information.
 - D. Dental Assistant:** Prioritizes requests for Dental Services, schedules patients for the dental clinic, and prepares billing information.
 - E. Health Information Department:** Codes the Clinical Event billing document and routes to the billing department for in-house services.
 - F. Social Worker:** Determine payment sources in consultation with the Business Office.
 - G. Medical Director or designee:** Approves or denies requests for outside consultations.
 - H. Staffing Office and/or Licensed Independent Practitioner:** Arranges outside patient appointments and transportation.

- I. Staff Development Department: Provides training and updates to staff responsible for completing the consultation in TIER.

V. PROCEDURES:

A. Medical Clinic Consultations:

1. In the event a medical consult is required or requested, the Licensed Nurse will see the patient, complete a Medical Clinic Referral Form and review the assessment with the Licensed Independent Practitioner. If approved by the Licensed Independent Practitioner, the nurse will fax the assessment form to Medical Clinic. The Medical Clinic Referral form (attachment A) must include the reason why the patient needs to be seen by Medical Clinic staff, the urgency of the request, vital signs and be signed by Licensed Independent Practitioner. The original form will be on the unit. The Medical Clinic staff will review the request and make arrangements to see the patient if needed, and make recommendations as needed. The Medical Clinic staff will complete the consult.
2. In the event of a medical emergency or urgency, immediately page the Licensed Independent Practitioner directly rather than calling the Medical Clinic.
3. The Licensed Independent Practitioner will document findings and recommended treatment on the Medical Clinic Referral Form or Medical Consult notes. These consults will be filed in the Consult section of the patient's medical record. The Medical Clinic may document findings in the progress note in some routine or follow up situations.
4. The clinical event billing document will be completed by the Licensed Independent Practitioner and forwarded to Health Information.

B. Dental Office Consultations:

1. The treating unit nurse will place a call to the Dental Clinic to schedule an appointment. A message may be left on the Dental office voicemail.
2. Referrals to the Dental Hygiene Clinic may be scheduled by licensed nursing staff.
3. The Dental Assistant will schedule Dental Clinic and Hygiene Clinic appointments and notify the unit of appointment times. Priority will be given to emergencies.
4. The Dentist and Dental Hygienist will document in the Dental Chart, found in the History and Physical Section of the patient's medical record. When patients transfer to a MSH group home all medical and dental records must follow them.

5. The Dental Assistant will complete the Dental Service Slips for processing by Health Information staff. The Dentist is required to sign the service slips.

C. For Outside Consultation Services.

1. Referral by Licensed Independent Practitioner or Dentist:
 - a. The Licensed Independent Practitioner or Dentist will write an order for the outside consult in the medical record. The Dental Assistant will initiate the dental consults before they are completed by the unit nurse.
 - b. The nurse will acknowledge the Licensed Independent Practitioner's order(s).
 - c. The unit nurse will complete his/her part of the electronic consultation in TIER.
 - d. The unit nurse will consult with the unit Social Worker/business office to determine payment source.
 - e. The nurse will complete the Consent Information form. The unit Licensed Independent Practitioner will review and sign the Consent Information form.
 - f. The nurse or designee will obtain the Medical Director or designee for approval/signature. Dental consults must be returned to the Dental Assistant.
2. The Medical Director or designee will:
 - a. Approve/deny and forward the form to the Business Office if approved. Urgent case will be managed by the Licensed Independent Practitioner and forwarded to the Business Offices as soon as possible.
 - b. The Licensed Independent Practitioner will be notified by the Medical Director or designee of any denied consults which will be returned to the referring Licensed Independent Practitioner.
 - c. If a consultation is denied by the Medical Director, the attending Licensed Independent Practitioner must discontinue the order written in the patient record which initiated the consult.
3. The Hospital Administrator will review non-emergency surgical procedures or other consults which have a significant fiscal impact.
4. Business Office will complete the electronic consult by:
 - a. Verifying payment source.
 - b. Providing cost estimate for services.
 - c. Routing requests to the Staffing Office.
5. Staffing Office Personnel will:
 - a. Schedule the outside appointment in most cases.
 - b. Notify licensed nurse on the patient's treatment program with appointment details.

