

# Process for Making and Keeping Healthcare Appointments

Core Services of Northeast Tennessee is committed to supporting people in managing their healthcare and making choices regarding medical care. This includes providing understandable information about:

* available healthcare providers
* information about health and conditions
* medications and treatments (including the purpose, intended outcomes, side effects or other risks and alternatives)
* other healthcare choices

Core Services Nursing Department is responsible for the making and oversight of healthcare appointments including:

* Making appointments for the person
* Providing appointment alerts and reminders for staff
* Making medical encounter forms to be filled out by the physician during the appointment
* Providing additional notations on the medical encounter forms for the physician if other concerns should be addressed

Program Supervisors aid the Nursing Department in keeping scheduled appointments by:

* Reviewing medical alerts for scheduled appointments and communicate with nursing for appointments that pop up
* Providing medical alert forms made my nursing to the home/staff going to the appointment
* Calling the home/staff to remind them of the scheduled appointment
* Providing ample staffing to ensure the person is supported by a staff that knows them well
* Reminders for staff to bring completed paperwork to nursing so follow-up can be completed

Following medical appointments, Core Services Nursing Department is committed to providing oversight and following up with providers including:

* Reviewing completed encounter form for any provider concerns/recommendations
* Acting timely on recommendations provided
* Making follow up appointments as indicated by the provider
* Discussing results with person and staff in a manner appropriate to their communication style