

## Coordinated Discharge Planning

Transitioning care from Emergency Department (ED) to primary care providers (PCP) can be challenging for both you, the provider, and your patient. Although EDs inform patients to follow up with their primary care provider (PCP) within two to five days, it can be challenging for patients for the following reasons:

- EDs do not have time to make appointments and the PCP office is often closed when the patient is discharged.
- Patients do not always call to make a follow-up appointment as advised.
- PCPs do not receive ED discharge censuses and are not always aware that their patient has been to the ED to reach out for a timely follow up.

CareSource has developed an After-Hours Brochure for you to use the content to educate your patients on avoidable ED visits. These brochures have been added to your Care-Gap Reports that you receive from your provider representative. You can also locate a copy of the brochure online at [CareSource.com](https://www.caresource.com) > Provider > Quick Reference Materials.

Additionally, CareSource has started a collaboration with the state Health Information Exchanges to work on receiving real-time member ED discharge information that can be used to identify members for timely follow-up with their PCP.

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