



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



Southwest Medical
ASSOCIATES.

Closing the Referral Loop

Please join us in improving the referral process

The initiative: Geared to improve the communication between primary care providers, specialists, ambulatory care providers and our shared patients.

Why this is important: Primary Care Providers benefit greatly from having a total picture of their patients' care and can more easily provide coordinated care when they are up-to-date on recent healthcare activities. Sharing patient medical records promotes patient safety, patient confidence, avoids duplicative treatment recommendations, and provides a higher level of patient satisfaction.

Goals:

1. For primary care providers to be aware of care their patients are getting and to receive feedback to assist them in treating patients in the future.
2. To confirm specialists are getting appropriate referrals.
3. Peace of mind for patients that their care is coordinated and we are working together as a team to get them what they need.

**For members with an SMA PCP, please send all consults, progress notes, and any other pertinent information to:
Southwest Medical Associates Dedicated Medical Records Line
FAX#: (702) 242-7895**

All other PCP's should be contacted directly to identify their preferred method for receiving records.

To validate PCP assignment, please logon to: @YourService provider portal.

We sincerely appreciate your support of this important patient care initiative.

If you have ideas on how to further enhance this initiative or want to provide feedback, please contact your HPN Provider Services Advocate at (702) 242-7088 or 1-800-745-7065.

Our mission: helping people live healthier lives.
■ Integrity ■ Compassion ■ Relationships ■ Innovation ■ Performance