



UW HEALTH PATIENT RESOURCES

(608) 821-4819, patient.resources@uwmf.wisc.edu or

Social Service referrals ONLY via Healthlink Work Order Entry to Patient Resources

1. GENERAL INFORMATION LINE

- Welcome Center: We assist new/displaced adult patients in choosing a PCP and transitioning their care to UW Health. We help with transfer and abstraction of outside medical records, RN Triage and chart update, review of chronic and preventive issues, and facilitate appointments at the Welcome Center Clinic when needed.
- Assist pediatric patients/family choose a physician.
- Answer general questions about physicians, clinics, and services at UW Health in addition to addressing special issues/questions.
- Urgent Care – PCP Referral Program.
- We are also involved in panel status task groups (open/closed panels) and open enrollments for new HMO business.

2. SOCIAL SERVICE RESOURCE ASSISTANCE

Patient Resources provides information on resources and community support available to patients including: advance directives, financial/insurance issues, basic needs, nursing home/assisted living placement, housing/shelter, abuse/neglect issues, etc.

- Refer the patient to Patient Resources via workstation order “Consult to Social Service,” phone, or email.
- Resources available for clinic use can be found on the Patient Resources uconnect site, via the Social Service Resource Guide or Healthlink social service resources Smartphrases (below):

“PIRES...”

- Abuse Reporting
- AODA Uninsured – Adolescent
- Child/Parenting Resources
- Crisis Information
- Dental – Children
- Free or Low-Cost Health Care
- Health Care Bills
- Mental Health
- Pregnancy
- Medication Assistance Program (pharmaceutical company programs, vouchers, and one-time urgent medication needs funds)
- Medical appointment transportation:
 - Medical Assistance patients should be referred to MTM (866-907-1493).
 - NON Medical Assistance patients refer to Patient Resources if patient needs to be seen urgently.
- All mental health inquiries should be referred to UW Behavioral Health (608) 233-3575 or 1-800-683-2300.
- All patients with Unity BadgerCare Plus (MA) needs should be directed to the BadgerCare Team via Unity Medical Management pool (P UTY MM BC+). Indicate “BC+ Social Service Referral” in the subject line. For more urgent issues call Carla (821-4206) or Mindy (821-4921).

3. DIFFICULT PATIENT SITUATIONS

We are available to assist with sensitive and/or complicated patient situations. This assistance may include general consultation, mediation, and assistance with correspondence to patients.

- All No Further Service (terminating a patient from your practice) is handled by Patient Resources.
- We offer training on managing challenging patient situations.

4. PATIENT FEEDBACK

Patient feedback is a valuable tool that UW Health uses to recognize good service and to identify areas that may be in need of improvement. Patient Resources staff use a team approach to address concerns and share comments, which includes contacting involved parties and involving appropriate organizational leadership to assist with our response to the patient.

- Call for assistance with responding to patient complaints or provide the patient with our business card/telephone number.
- Patient Resources should be consulted on risk issues even if the incident occurred at Meriter or a non-UW Health site. For physicians, UW Administrative Legal Services is also available at 263-7400 or for the Risk Manager 262-2991 during business hours.
- Service Recovery Program: When you recognize that a patient or family member may be disappointed or inconvenienced by our services, you are encouraged to provide service recovery. This is a method of handling customer dissatisfaction at the point of service by providing gift certificates (i.e., provide a gas card for a cancellation due to an emergency at the hospital).
- If you would like to provide feedback about the services/care you have received as a patient of UW Health, visit the Patient Resources intranet website to submit a survey. In addition, it is possible that you will receive notification from Patient Resources in regards to a survey staff has completed about an appointment with you.
- Remember NOD (Name, Occupation, Duty): Introducing yourself and describing what will be done during the visit helps put the patient at ease.
- Please forward compliments received from patients/family members to us for tracking.

5. COMPLEX CASE MANAGEMENT

Registered Nurse and Social Work case managers are available for patients with UW Health primary care physicians who are clinically and/or socially complex. The program is designed for patients who are medically complex with a focus on patients with CHF or those nearing the last 1-3 years of life and socially complex. The goal of complex case management is to coordinate care and resources so that patients receive the most appropriate care in the most appropriate setting at the most appropriate time. The program is free and voluntary for patients and will include the following services:

- Complex assessment
- Assist patients in establishing and meeting their goals
- Care coordination and facilitation of community resources
- Communication and collaboration with primary care providers and clinical staff
- A key focus will be on incorporating and supporting the patient, their family and other caregivers.
- Participation with the patient/family at some medical visits and potentially home visits
- Complex Case Managers will assist with coordination through the continuum of care (ED, Hospitals, Assisted Living, Skilled Nursing Facilities short term stays, etc)

INTERPRETER SERVICES - (608) 262-9000

The United States Office of Civil Rights (OCR) requires that organizations accepting federal dollars for medical services provide interpreter services to their limited English proficient (LEP) patients. UW Health uses qualified interpreters arranged through the Interpreter Services Department.

- If the interpreter is late or does not arrive for the appointment staff should start the appointment on time and use Pacific Interpreters. When the interpreter arrives, discontinue use of the telephone interpreter service. Appointments should not be canceled because the interpreter did not arrive.
- Per OCR guidance and UW Health policy, family and friends should not be used as interpreters. If the patient refuses to use one of our interpreters, they must sign a refusal form. This form is available through the Interpreter Services Department. The provider reserves the right to have an interpreter present to verify accuracy of interpretation even if the patient refuses an interpreter.
- Forms in Spanish are available on uconnect under Interpreter Services.
- When in doubt, **USE PACIFIC INTERPRETERS**. Do not request that interpreters call patients from home regarding test results, referrals, appointments, etc.
- Document the presence of an interpreter or use of Pacific Interpreters in the medical record.
- The Telecommunications Relay System for Hard-of-Hearing and/or Deaf patients can be accessed by dialing 1-800-947-6644.