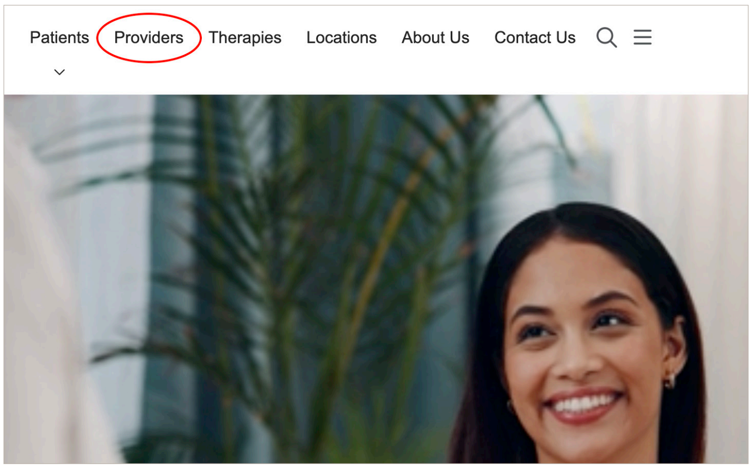
Referring to ArrIVe Infusion Therapy – Brighton

A Tip Sheet for Providers

**Thank you for visiting the ArrIVe Infusion Therapy website.
Here is a tip sheet to walk you through the online referral process.**

Step 1: Confirm you are on the Provider page of the web site.

- Click on "Providers" in the top navigation.



Step 2: Download the appropriate Infusion Referral Form.

- To send an **online referral**, locate the appropriate infusion referral form on the Provider Page and click the button to download the form.
- The form should download as a PDF with clear instructions on which fields are mandatory to fill out. Ensure the PDF is optimized for ease of use after downloading with a PDF reader like Adobe Acrobat.

Step 3: Complete the Infusion Referral Form

- Open the downloaded PDF, fill out all the required fields. This should include:
  - Patient's name, date of birth, contact information, and insurance details.
  - Diagnosis, specific medication requested, dosage, frequency, and any special instructions.
  - Physician's details including name, contact information, signature, and date

Step 4: To Create and Add Your Signature to the PDF

- Click on the **"All Tools"** tab located in the top left corner of the screen.
- Select **"Fill & Sign"** from the tools menu.
- If you don't have a signature saved:
  - Click on "Add Signature" button (might look like a plus sign (+) or be labeled)
  - In the new window, select "Draw" at the top for creating your signature by hand with your mouse or stylus.
  - Draw your signature in the space provided. Try to make it as clear as possible.
  - Click "Apply" once you're satisfied with your signature.
  - Drag and Drop your signature onto the document where it is needed. You can adjust size and placement by clicking and dragging the signature box.

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An Outpatient Department of Trinity Health Oakland

Step 5: Submit the Referral Form

- Once the form is completed, click the "Submit" button located at the bottom of the PDF. When clicked this button triggers:
  - An automatic opening of the provider's default email client with:
    - The email is pre-addressed to the infusion center's referral email.
- The subject line pre-filled, perhaps with something like "Form Returned: Infusion Referral [form name]".

Step 6: Send the Email

- The provider then only needs to review the email for accuracy, add any additional notes if necessary, and press the "Send" button in their email interface.
- Step 7: Received by Infusion Center
- Upon submission, the email and completed referral form is received at the ArrIVe Infusion Therapy designated referral email. Here, staff can:
  - Open the PDF to review the details.
  - Process the referral by scheduling the patient for the infusion therapy, verifying insurance, and preparing for the patient's visit.

Step 8: Confirmation of Referral

- Once the infusion clinic receives the referral email, an automated receipt confirmation is sent back to the provider's email address. This email will include:
  - Confirmation of receipt of the referral.
  - A brief thank you message and information on what the provider can expect next (e.g., "We will contact you if we need any further information, or to confirm the appointment details").

Security and Compliance Considerations:

- Ensure email transmissions comply with HIPAA regulations for patient data privacy.
- Consider using an encrypted email service

Feedback Loop:

- This automated confirmation serves as the initial feedback loop, ensuring the provider knows that the referral has been received and is being processed.

This system enhances efficiency, assures the referring provider that their request has been received, and maintains compliance with privacy laws.