

Process Map

INPATIENT

Medical team identifies infant who meets NFP criteria and notifies CCC/CCA

CCC/CCA refers by emailing referral form to NFP coordinators and documents status in EMR in "Care coordinator discussion" tab

NFP coordinators check EMR daily on discharge status for referred patients

Infant is discharged from hospital and discharge summary is completed

CCS application is completed with qualifying diagnosis in discharge summary by NFP coordinator

CCS authorization (2-4 weeks)

NFP notified of authorization

NFP coordinators successfully contact family & schedule first appointment

yes

Appointment scheduled

Family attends appointment

no

NFP coordinators try to contact several times before closing case