



March 23, 2020

Skilled Nursing Facility Administrators:

Recently we have been contacted by staff from several Duke Health clinics concerning patients arriving for clinic appointments from area SNFs. Because of concerns from these clinics, we are asking for your help in two key areas: documentation and transportation.

When patients arrive, please ensure they have the following documentation so that clinic staff can provide safe patient care:

- Photo ID (Facesheet with photo is acceptable; if not available, another form of proof of identity, such as social security card or official letter addressed to the patient's home)
- Current medication list
- Most recent nurse note on patient's condition
- Most recent SNF provider note
- Insurance information (copy of insurance card or facesheet with insurance information is acceptable)
- SNF phone number
- Transport phone number

In addition to the required information, we are also asking for your cooperation in ensuring that patients who are non-verbal, have cognitive impairment, or need physical assistance with toileting be accompanied by a family member or SNF staff. It is not possible for clinic staff to assist patients in the waiting room.

Finally, we are aware of transportation challenges. When transporting multiple patients, it is not easy to ensure the patient arrives at a specific appointment start time and that the transporter is able to return to pick up the patient at a specific time. However, we are requesting that if the transporter does not remain on site, they should expect to arrive within one hour of being called back to pick up the patient.

Thank you for working with us to ensure the most efficient and safe patient care for your residents while they are at a DUHS Clinic.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Heather Jacobson'.

Heather Jacobson, MHA, MS, CCC-SLP  
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