

Email imafollowup@mountsinai.org and copy/paste the following template in your email. You should receive a response email within 1 HOUR with the time/date of the appt.

NOTE: YOU CANNOT USE THIS SERVICE IF YOUR EMAIL IS FORWARDED TO UNSECURE EMAIL ADDRESS (ie, GMAIL, YAHOO, ETC) BECAUSE OF SECURITY ISSUES. THE EMAIL MUST BE RETURNED TO YOUR SECURE (mssm.edu or mountsinai.org) EMAIL ADDRESS.

TEMPLATE:

PT'S MRN []
FULL NAME (L, F) []
REQUESTOR' NAME & CELL/PAGE[]
APPT REQUEST DATE & TIME []
PREFERRED MD []
OVERBOOK APPROVAL Y/N []
(must cc: overbooked physician in email)
COMMENTS (preferred time/date): []

**MUST cc resident who will be overbooked. Try to specify preferred dates/times in comments box.

LOGISTICS

-Please complete the template by using copy/paste. If you want your patient to be overbooked in order to see you or a member of your team, be sure to indicate that and cc anyone who agrees to be overbooked on the email.

-Email at anytime when you know your patient is going to need a post discharge IMA primary care follow up appointment

-The call center will be responding to these emails within ONE HOUR Monday-Friday 7:30AM-4pm. They may page you if they have questions

-If you email them outside of these hours, they will respond to your request on the next business day

-It is still your responsibility to notify the patient of the appointment date/time even if they have already been discharged (i.e. they leave on Saturday and you find out about their follow up appointment on Monday).

A few caveats

-this is for primary care follow-up appointments only. If this goes well, we hope to include specialty clinic appointments

-emails MUST be sent from your mountsinai or mssm email account because of privacy concerns. If you have your account forwarded to a gmail, yahoo or other email server, you must stop the forwarding since patient information will be transmitted over these emails

-if you authorize the call center to overbook a patient on someone's schedule other than your own (i.e. your resident or intern), they must know about this, agree to it in advance and be cc'ed on the email.

-this is a pilot process and we recognize that there will be some challenges. please keep us informed so we can fix them as they arise.

-medical students can send the emails as well

-please make an effort to try to identify preferred days of the week for follow up appointments for your patients