Logging a Request: ConCare

Continuity of Care Request Type Process

Follow these steps to log a **Continuity of Care** (COC) request after selecting a request in **Logging** Task Type:

Step	Action
1	In the **Request Information** section, select **Continuity of Care** under *Request Type*. If the request is STAT, check the STAT request box.
2	Select the **State** in which the requester is located. There is a "default" COC requester for each state that reflects the laws for such requests in that state.
3	Enter the **Zip** code.
4	Click **Find Requester**. The Requester # is automatically filled out based on the state's default COC requester in the database.
5	Enter the **Request Letter Date** found on the request letter.
6	Enter the **Facility Received Date.**
7	Enter the due date if applicable. If the request asked for Electronic Delivery, select this box (even though you will also choose the delivery method.
8	In the **Reason for Request** drop down, select the primary reason for request.
9	Select the **Delivery method**.
10	Enter the **Ship To** Information such as the name, address, requested by and attention to. If you are faxing records and the request does not contain address information, enter the Ciox Corporate address.
11	In the **Patient Information** section, complete the **Patient Information** fields if they were not filled in by the ADE. If the system found multiple possible matches for the field, it will be noted by three dots: Select the three dots to reveal the possible entries and select the appropriate one or enter the appropriate information.
12	In the **Medical Information** section, select the **Requested Record Types.**

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Continuity of Care Request Type Process, continued

Step	Action
13	In the **General Information** section: **Field** / **Description** Fee Approval Limit — Does not apply to COC. Sensitive Data — If the records contain sensitive information, check this box. Return Records to Facility — If the records need to be returned to the facility before being sent to the requester, check this box. Payment Information — Payment would not be received for this type of request.
14	Select: • **Submit and Next** to move onto the next request in your queue. • **Save and Close** to come back to it at a later time. • **Submit and Close** to submit and return to your landing page. • **Submit and Fulfill** to go straight to fulfillment.

Continued Care requesters are not “saved” in HealthSource. There is no need to send the request to the Create New Requester Team. You must select Continuity of Care as the request type and follow the steps above.

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