

**AACVPR Case Study: Massachusetts General Hospital**

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**Title:** Self-Referral of Patient to a Cardiac Rehabilitation Program

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**Motivation and Operations**

**1. What was your motivation for implementing these changes in your program?**

It is not unusual for a patient (or family member) to initiate a call to our Cardiac Rehabilitation (CR) Program to express interest in participation. The patient may have been prompted by their physician that they are eligible to start a program or the patient may have done online research for a CR Program and taken the initiative to reach out directly to our program. Although not the “conventional” referral, this is an opportunity for our CR Program to be proactive in the referral process.

**2. How long did it take to implement these changes?**

We utilized the same referral form developed for managing referrals to our program from outside of our institution thus it took no time to implement. We obtain pertinent cardiac history and primary care provider/cardiologist contact information from the patient and then fax the form to the physician with a cover sheet indicating the patient’s self-referral with a request for the physician to sign and return the referral form (with requested medical records if patient receives care outside our institution) if in agreement.

**3. What staffing changes did you have to make in order to achieve these changes?**

No staffing changes were required.

**Reflection on Process**

**4. What worked well?**

Working collaboratively with motivated patients has led to success in referral and enrollment of all eligible patients who self-refer. Assuming responsibility to communicate with the patients’ physicians facilitates the process to secure written physician referral, insurance authorization (if warranted), and necessary medical records.

**5. What were the opportunities for improvement?**

Follow-up phone calls to the office of patient’s physicians enhanced the speed of their response.

**6. How long have you been implementing these changes?**

This process has been in place for 5 years.

### **Future/Next Steps**

**7. Do you anticipate making any changes in the future to your current process?**

Not at this time.

**8. Do you have any supplemental materials you would be willing to share?**

- [Massachusetts General Hospital Fax Cover Sheet for Cardiac Rehabilitation Patient Self-Referral](#)
- [Massachusetts General Hospital Cardiac Rehabilitation Physician Referral for Patients who Self Refer](#)