

Client Referrals and Follow Up (including CSHCN)

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3:14 PM

Procedure Title:	Client Referrals/Follow Up
Origin Date:	7/1/15
Date Effective:	7/1/15
Authorized by:	Kristi Aklestad RN
Dates Reviewed/Revised:	7/1/15,

PURPOSE STATEMENT:

To assure the needs of clients are being met and appropriate care is being provided.

POLICY:

The Toole County Health Department may receive referrals from providers, and transfer clients or make referrals to other agencies for the following reasons: continuing care through the health department is not appropriate; there is a change in the medical/treatment program, the client moves out of the county.

PROCEDURE:

1. The Toole County Health Department receives referrals from local and regional healthcare providers by phone or fax.
2. The health nurse supervisor receives all referrals and determines whether the health department staffing and guidelines allow for services the referring provider requests.
3. If the health nurse supervisor determines requested services can be provided, an RN or LPN is assigned.
4. The assigned nurse contacts the client or client's parents (if the client is 17 or younger) to coordinate care needed, including public health home visits when warranted. When coordinating care with other providers, the nurse may have the client or parents sign a release of information for care coordination.
5. Depending on the needs of the client, the nurse may work with the providers to assist in making sure information is shared with the client's medical home.
6. The nurse and client or parents will decide when health department services are no longer needed or warranted.
7. Clients having needs that the health department cannot meet shall be referred to other agencies, social service organizations, or governmental unit that is appropriate for the unmet needs of the client.
8. Children identified as having special health care needs (CSHCN) will be assessed for Medicaid eligibility and will be referred to services. If the child does not qualify, will assess for other available services.

REFERENCES/LEGAL AUTHORITY: N/A