

## ■ ■ ■ Referrals ■ ■ ■

- A referral may be received from a patient, family member, friend, physician or other health care provider.
- The referral may be made by phone, fax or in person.
- Minimal information needed for a referral is a name and contact information.
- If the referral does not come from the physician, HopeWest will contact the patients attending physician to inform him/her of the referral and obtain an order if needed.
- HopeWest goal is to respond to every referral no later than twenty four hours of receipt.
- A presentation visit will be scheduled with patient and or the caregiver.
- Once the patient's needs and preferences are determined, eligibility will be evaluated and arrangements made for admission to the appropriate program.
- If the patient is not admitted due to ineligibility or patient/caregiver choice other community resources will be identified and information given to the patient/caregiver.
- The referral source and/or patients attending physician will be notified of the reason patient were not admitted.

### **How to help someone who is reluctant to refer a person to HopeWest.**

- Let the referral source know that HopeWest will determine eligibility and they do not need to worry about which program to refer to.
- Ask the simple question, "How may we help you?"
- Let the referral source know it is "not too early" to refer and discuss other programs offered by HopeWest.
- Explain to the referral source that if we cannot admit to a HopeWest program we can help steer them in the right direction.