

## Procedure: Clinical Social Service Community Referrals

**Responsible Party** – Social Service Division Director

### I. Definitions –

**Referral** - the act of sending someone to another person or place for treatment, help, advice, etc.

**Consent** – to give approval

**Clinical Social Service** – includes Behavioral Health Specialists, Case Managers, Farmworker staff, and Outreach & Enrollment Specialists

### II. Instructions –

Community referrals are those directed toward non-medical community agencies, such as homeless shelters or food banks, for the purpose of alleviating social, emotional, and/or economic barriers. These referrals are made by clinical Social Service staff.

- A. When referring patients to a community agency, determine if providing the patient with the contact information is sufficient. No consent is needed if the patient contacts the agency directly.
- B. If the patient needs greater assistance, a consent should be obtained to communicate with the outside community agency on the patient’s behalf.
- C. If an agency utilizes a specific consent form, that form should be used. If an agency does not have a specific form, then the Shawnee Health Service *Consent for Agency Referral* form should be used.
- D. A separate consent is needed for each individual agency
- E. In Athena, the consents are listed as *Consent: Community Referral* forms and can be printed from the patient’s chart with the barcode already included.
- F. For consents being scanned directly into Athena, the document class *Admin-Consent* and the document label *Community Referral* should be selected. This step is the same whether a Shawnee consent or an outside agency’s consent is used.

### III. Forms –

- *Shawnee Health Service: Consent for Community Referral*
- *Medical Legal Partnership Referral Form*

### IV. References or Resources– [www.hsidn.org](http://www.hsidn.org) ; SAS Resource Folder

### V. Signatures and Date of procedure approval

Date \_\_\_\_\_

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Carol Aronson, Social Service Division Director

### F. Document History Document Information

Effective Date:	10/10/2017
Review Date:	

#### Revision History:

Date	Revision No:	Reason for Change:	Sections Affected
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