

**CAROLINA FAMILY HEALTH CENTERS, INC.
PROCEDURE**



MANUAL: Volume III

SUBJECT PROCEDURE: Referrals to Community Resources

NUMBER: HIT-103.01

Page 1 of 1

EFFECTIVE DATE: November 2013

SECTION: Health Information Technology

REVIEWED: 02/17, 09/17

REFERENCE POLICY: HIT-103

RESPONSIBILITY: Chief Operating Officer

**APPROVAL
DATE:**

APPROVED

I. PURPOSE

The purpose of this document is to instruct Carolina Family Health Center's Inc. (CFHC, Inc.) employee's on the process of offering support to patients and families needing access to community resources.

II. PROCEDURE

The provider will determine if the patient needs a referral to an ancillary service provided by CFHC, Inc. or an outside community agency. The clinician will order the referral through the plan section of the Electronic Health Record (EHR). For referrals to community agencies, the provider will use the Routine Consult code. To the right of the order, the provider should click on the notes link. In this text field, there should be documentation of the name of the community agency he/she are referring the patient to and a brief description of the problem. These orders will be automatically routed to the Referral Associate through Orders Tracking. The Referral Associate will make the appointment for the patient and track the referral to completion. When referring a patient to internal resources, i.e. behavioral health, substance abuse counseling, etc., the provider should document it in the Instructions Section of the note in the EHR. A Front Office Associate will make the appointment during check-out.