

**PEACEHEALTH CENTER FOR SENIOR HEALTH  
SENIOR PEER COUNSELING**

**POLICIES AND PROCEDURES: REFERRAL RESPONSE**

**Policy:** The Center for Senior Health (CSH), Senior Peer Counseling (SPC) program, strives to provide timely and effective responses to new client referrals. It is our intent to respond to referrals within two working days of receipt of the referral. Working days are defined as Monday through Thursday. Although existing clients can be seen on Fridays, the Program Coordinator / Mental Health Specialist is not available on Fridays to provide intake screening. Response is defined as the first attempt to contact the client **or** the referral source.

**Procedures:** The following procedures facilitate a speedy response to new referrals.

- The CSH-SPC Referral Form should be used by CSH staff and volunteers whenever possible, as it includes the most pertinent information.
- In lieu of using the CSH-SPC Referral Form, persons making referrals will be asked for the client's current phone number, address, DOB, and a brief description of the presenting problem. We will also ask the name of the person making the referral, their telephone number and their relationship with the client.
- Referrals are expedited when the person making the referral advises the client about referral, explains the program and advise them that we will be calling. The SPC brochure is a useful tool for explaining the program. Brochures are free and can be requested by calling the CSH at 541-687-6234.
- Clients **should be** advised that they could refer themselves if they choose.
- It is helpful to know if the client can be seen at a PeaceHealth facility or if they need to be seen at home. Note: Intake appointments away from the CSH may take longer to arrange and will be scheduled on a case-by-case basis.

Circumstances beyond our control that could cause a delay our response include:

Missing information on the Referral Form, such as: **bullet deleted.**

- The client doesn't remember who we are or why they were referred to us;
- Unable to reach the client by phone, phone line is busy a lot, or cannot identify we have reached the client by their outgoing message; or their number will not receive a call from our offices;
- Wrong or missing numbers.

Due to Confidentiality and HIPAA requirements, we are unable to leave a message regarding "counseling" on a client's voice mail inbox or other message device. We cannot leave a message with anyone else who answers the phone unless we have received a signed Authorization to Release Information from you and the client to speak to this person. This document must meet HIPAA compliance standards. When a message needs to be left, we will leave our name and phone number only.

Approved By:	Date	Reviewed/Revised
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