

Referral for Health Care/Supportive Services 2009-2010

Definition of Service: Referral for health care/supportive services is the act of directing a client to a service in person or through telephone, written or other type of communication. Referrals may be made within the non-medical case management system by professional case managers, informally through support staff, or as a part of an outreach program. (HRSA definition)

Objectives for Service:

- To provide appropriate referrals for medical service to Ryan White Part B clients in order to achieve medical stability
- To provide appropriate referrals for supportive services within the Ryan White Part B program and/or community services to assist Ryan White Part B clients

STANDARD	MEASURE
Service Standard:	
The client's eligibility for Ryan White Part B services is determined or is in process of determination before services are initiated.	Documentation of the client's eligibility is or that eligibility process has begun is present in the client's record.
Screening:	
A screening is the initial contact between a client and the agency. Basic demographic information should be obtained and an appointment set for a meeting between the support staff and the client.	Documentation of the screening will present in the client's record, signed and dated.
Intake:	
An intake is done within five (5) working days after the screening. The referral/support staff determines the client's eligibility for services, if the client is appropriate for the agency's services and if there are any immediate needs. Screening and intake can be done on the same visit.	Documentation of an intake is present in the client's record, signed and dated, within five (5) business days of the screening.

Health Care Referral:	
An appropriate referral will be made for medical care within five (5) working days of screening/intake. The client record should reflect if the client declined the appointment or referral.	Documentation of the referral for medical care is present in the client's record, signed and dated of the within five (5) working days of screening/intake. Documentation is present in the client's record if a client declines an appointment or referral.
The referral/support staff will follow up on the medical referral to determine client's compliance with appointment.	Documentation of the follow up of the outcome of the appointment is present in the client's record, signed and dated.
Supportive Service(s) Referral:	
The referral/support staff will review and collaborate with the client about available services to determine which referral(s) would be appropriate.	Documentation of a review of available service and collaboration with the client is present in the client's record, signed and dated.
An appropriate referral(s) is made to assist the client in meeting any identified needs. The client record should reflect if the client declined the appointment or referral.	Documentation of any supportive service referral(s) is present in the client's record, signed and dated. The record will reflect if a client declines an appointment or referral.
The referral/support staff will follow up with both the service agency and the client to determine the outcome of the referral.	Documentation of the follow up of the referral reflecting outcome(s) is present in the client record, signed and dated.
Reassessment:	
The referral staff will collaborate with the client every 90 days to reassess the client's needs for further referrals due to newly identified issues.	Documentation of the reassessment is present in the client's record, signed and dated, occurring every 90 days with newly identified issues and the appropriate referrals.
Discharge:	
The discharge process is implemented when a client no longer requires referral services or due to administrative issues (such as safety issues or death).	Documentation of the discharge is present in the client's record, signed noting the reason for discharge.
Qualifications of Referral Staff:	
The referral staff will have a High School Diploma or GED and one year of experience working with clients infected with HIV or High School Diploma or GED and additional health training.	Documentation of qualifications must be kept in the referral staff's personnel file and is available for review.

Training:	
<p>All newly hired referral/support staff will complete the minimum training requirements within 1 year of hire:</p> <ol style="list-style-type: none"> 1) Cultural Competency 2) HIV Facts/ Fundamentals 3) Counseling and Referral 	<p>Documentation of the training requirements is kept in the referral/support staff's personnel file and is available for review.</p>
Annual Training Requirement:	
<p>All referral/support staff will complete 6 hours of continuing education related to HIV/AIDS treatment or care annually.</p>	<p>Documentation of completion of the continuing education must be kept in the referral/support staff's personnel file and is available for review.</p>