

**OLIVE VIEW-UCLA MEDICAL CENTER
CLINICAL SOCIAL WORK
POLICY & PROCEDURE**

**NUMBER: 1340
VERSION: 1**

SUBJECT/TITLE: REFERRAL PROCESS

POLICY: Clinical Social Work staff will assess patients and their situations to provide the most beneficial of the community resources available. In most circumstances, referrals will include both written information and verbal explanation. A telephone will also be made available in the Clinical Social Work office for patients to use in setting-up appointments with community agencies.

PURPOSE: To assist patients to receive services from appropriate community agencies.

DEPARTMENTS: All

DEFINITIONS: **Goals** – Set of tasks necessary for a successful patient recovery from or adaptation to their medical situation and to promote health and independent living.
Referrals – Lists of agencies available to provide specific community based services.

PROCEDURE:

1. Assess and evaluate patient's condition, advocacy needs and problems.
Review medical recommendations and information already given to patient.
2. Establish goals mutually agreed upon by (medical team) staff, patient and caregivers/family.
 - a. Verbalize the benefits for patient to participate in process.
 - b. Patient's commitment and motivation is necessary for success.
 - c. Identify obstacles – Problem solve with patient and caregivers.
3. Suggest specific roles and responsibilities.
4. Review all community resources with patient. Have patient choose the agency, with which to work.
5. Write-out the agency name, number and contact person if possible. Review agencies function and requirements for patient to obtain services.
6. Patient should call to make contact before leaving the hospital or clinic whenever possible.
7. Clinical Social Work Department will provide community resource lists as needed to other hospital staff. Appropriate service agencies can be given to patients by ward or clinic staff when Clinical Social Work staff is unavailable.
8. Document in the patient's medical record the date, time and nature of the community resources provided.

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References: VC Policy 605	
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