

The Great Lakes Health Connect Referrals application is utilized through the State. Therefore, following GLHC standards are vital to maintain the efficiencies gained within each office as well as enabling continuity of care for patients. The following is a list of standards when using Referrals.

PATIENT CONSENT:

- As the Referrals application includes both **Physical and Substance Abuse** providers, make sure that you have appropriate consent forms signed before sending a referral.

CREATING/UPDATING Patient Demographics:

- The patient's address and phone number(s) will be included in the **patient demographics**
- **Payers/Insurance** information will be added and updated as needed
 - If a patient does not have insurance, add "**None**" to the Payers section.
- **Supporting parties** will include any of the following applicable information:
 - **PARENT/GUARDIAN.**
 - List each separately and include contact information.
 - If they are separated/divorced add "Key Contact" after the first name of the parent the child lives with or is the key contact for medical treatment, etc.
 - If one parent has legal guardianship, the **Guarantor** box will be checked
 - **SUBSCRIBER.** "**Subscriber**" and **DOB** added under "**Relationship**".
 - **GUARANTOR.** The **Guarantor** box will be **checked** and add their **DOB** in "**Relationship**" (see above).
 - **PRIMARY CARE PROVIDER.** If you are not the PCP, include the **PCP name** and **best phone number**.
 - **ADJUSTOR or ATTORNEY (for Workers Comp or Auto Insurance)** Include **name**, 'adjustor' and **phone**.
 - **CASE MANAGER.** CM **name**, **title** (diabetes, asthma, etc.) and **phone**.

SENT Referrals:

- Attachments will be added as possible.
- If documents are faxed, "**GLHC Electronic Referral**" will be added to the fax cover sheet.

RECEIVED Referrals:

- Referrals will be monitored and responded to at least once a day.
- Referrals will only be marked Complete **AFTER** the patient has come to their appointment.
- In Progress status will be reviewed weekly to confirm the appropriate status of each referral.
- If patient does not show or call to reschedule, the referral will be cancelled.
- Consults or treatment recommendations for follow-up will be added as much as possible.

CANCELLED Referrals:

- Requested Cancellations will be monitored and responded to at least once a day.

MESSAGES:

- A note will be added in either in the **Comments** section or in the **New Communication Message** section when any information is updated.
- ALL Messages will be monitored and responded to at least once a day.