

Area: Program Services
Subject: Referral
Policy No.: 170

POLICY

It is the policy of the clinical service programs of the Department of Communication Disorders (Center for Communication Disorders, Access Network, Southern Connecticut Audiology Services) to refer its clients to appropriate professionals or agencies.

PURPOSE

The purpose of this policy is to provide clients with the resources to meet their needs, and to provide an adequate pool of referral sources from which clients may make an informed choice.

PROCEDURES

1. As part of case management, during diagnostic evaluation or treatment term, assigned staff from the clinical service programs of the Department of Communication Disorders will explore, along with the client or family, the need for referral to address additional service needs.
2. In-house referrals (speech-language pathology to audiology and audiology to speech-language pathology) will be made directly. The client will be informed that the required service can be provided by the appropriate SCSU clinical service program. The case supervisor will provide necessary information concerning the client to the Clinical Director or Clinical Program Coordinator in writing on an Intra-Program Referral Form.
3. Out-of-house referrals may be made in two ways:
 - a. directly, in which the appropriate SCSU clinical service program, authorized by the client, makes contact with a given agency to initiate service for that client.
 - b. Indirectly, in which the Center SCSU clinical service program staff inform the client of the type of service required:
 - i. the client may be requested to discuss this indirect referral with his primary care physician.
 - ii. the client, upon request, will be given three resources of professionals or agencies providing the required service.
4. The SCSU clinical service programs will access available print and on-line resources for referral purposes.
5. Referrals made to clients will be noted in diagnostic evaluation reports, treatment term reports, or in the chronological summary of activity forms in each client's record. A Inter-Program Referral form also is available for use by clinical instructors and student clinicians. Copies of any referral correspondence will be kept in the client's record.