

Clinical Operations Policy 606

Client Referrals from Outside Agencies

Effective Date: August 18, 2022

Supersedes Date: March 1, 2008

Review Date: May 2028

Policy: Referrals to the Memphis Speech and Hearing Center are accepted from all sources including self-referral.

Procedure:

- I. Referrals from professionals/agencies are received via electronic fax. Referrals are reviewed, categorized and added to the referral task list by a business office associate or student worker(s).
- II. A physician's referral is required before services are rendered if the Patient/guardian intends to file a claim for services with an insurance provider. This is a clinic policy and applies to all Patients even if that Patient's insurance does not require a referral.
- III. The referral source will receive a copy of the report as requested even if the Patient/guardian has not listed the referral source on the release of information form. (For more information see HIPAA (Health Insurance Portability and Accountability Act) and Health Information Guidelines).
- IV. The name of the referral source is included in the report.