

# Clinical Operations Policy 607

## Client Referrals to Outside Agencies

Effective Date: September 7, 2001

Supersedes Date: May 1, 2023

Review Date: May 2026

**Policy:** Referrals will be made to outside agencies for patients when appropriate services are not available at the Memphis Speech and Hearing Center or if additional services are warranted which are not available at the Center.

**Procedure:**

- I. The supervising clinician will advise the Patient that an outside referral is warranted.
- II. If the patient/guardian agrees with the referral or requests a referral to another professional or agency for diagnostic or therapy services, at least three names, if available, and numbers of appropriate service providers will be given.
- III. The patient/guardian will sign a release of information (ROI) to referral choice. This ROI will be recorded in the patient's chart in EMR system.
- IV. The supervising clinician will record the recommendation and any contacts with the referring agency in EMR system.
- V. Reports and information will be provided as requested per appropriate release of information via secured EMR system.
- VI. If the patient/guardian is not in agreement with the referral, the supervising clinician is to document this in the Patient's record in EMR system. Services may be terminated if the refusal of the referral restricts the ability to treat the patient appropriately (e.g., an ENT referral for a voice Patient) or hinders progress in treatment.