

THE COUNSELING SOURCE, INC. POLICY AND PROCEDURE

TITLE: Referrals

PURPOSE: To establish procedures for receiving and processing referrals for admission for services.

POLICY: The Counseling Source, Inc. provides its services to individuals with presenting mental health problems and/or alcohol or other drugs/addictions (AOD), and subsequent mental health/AOD diagnoses. Referrals can originate by fax, telephone, and email from nursing facilities, schools, other providers, or self-referrals within the community.

PROCEDURE:

1. Referrals for services are prioritized as follows:
 - A. By the date of receipt for Routine Referrals;
 - B. By the severity of the referred person's symptoms which is determined by the referring source and the assigned clinician. The severity of symptoms are categorized and responded to by the evaluating clinician as follows:
 - 1) Urgent Referral – Indicates severe symptoms in which the referred person is considered a danger to self or others. An appointment is scheduled within 24 hours of the receipt of the referral and is treated as an emergency. It is indicated on the fax referral sheet that the referring individual should call the office as well as fax the referral form for all urgent referrals. There is a 24-hour answering service that will relay urgent referral information to the clinician that is on call.
 - 2) Priority Referral – Indicates that serious symptomatology is displayed. An appointment is scheduled within one week of received referral.
 - 3) Routine Referral – Indicates less serious symptoms and an appointment is scheduled within two weeks of receipt of referral.
2. The Intake Coordinator, in conjunction with the assigned clinician, and under the supervision of the Executive Director, is responsible for making admission decisions and monitoring referral follow-up.
3. In the event it is determined that an individual's mental health and/or AOD needs require a different level of care than TCS is equipped to provide, then an appropriate referral will be made.
4. A referred person can also be deemed ineligible for services if that person does not abide by the policies of The Counseling Source, Inc. after being informed of those policies.
5. The Intake Coordinator receives referrals via fax, telephone, and email from nursing facilities, schools, other providers, or self-referrals within the community.

REFERENCED STANDARDS AND REGULATIONS:

Ohio Department of Mental Health Administrative Code 5122
CARF Behavioral Health Standards Manual

EFFECTIVE DATE: 4/28/2005

REVIEWED: February 2018