

Developmental Pediatrics

Referral Process

Thank you for choosing Carle Developmental Pediatrics. To help streamline the referral process for our patients, we have developed some guidelines. Please review this document for complete instructions on how to refer a patient to Carle Developmental Pediatrics.

REFERRAL PROCESS AND EXPECTATIONS

1. Obtain the Referral

Referrals can be sent by any provider, through our electronic medical records system or via fax. Once the department has received the request, Carle will have it uploaded to the patient chart in approximately 1-2 weeks. **Timeline may fluctuate due to number of incoming referrals.*

2. Initial Referral Review

After the referral is uploaded in the patient chart, medical staff will review all information to ensure that the referral is appropriate for this department. Occasionally, referrals will be better suited to a different specialty, and if this is the case, Carle medical staff will ensure a note is put in the chart and the referral will be sent back to the referring provider explaining why the referral is better suited for a different specialty.

3. Review of Paperwork with Family or Guardian

If the developmental pediatrics department approves the referral, the patient's family will be contacted via phone call. This phone call will occur within 2 weeks of approval. During the call we will review all steps of the process, and go through required paperwork with a parent or guardian. **If family member is unable to answer the initial call, a voicemail will be left with a call back number.*

4. Mailing of Paperwork Packet

Following the phone conversation – or voicemail – a packet of information will be mailed to the address listed in the patient chart.

5. Return of Paperwork Packet

- Please complete paperwork and mail back to Carle Developmental Pediatrics.
- Once received, medical staff will review all information to ensure all information needed has been received and this will allow them to proceed with finalizing the referral and sending information to the provider team.
- *If paperwork is incomplete or not returned*, the family will be notified by phone call, and letter, requesting the completion of these documents.
- *Review of paperwork takes an additional 1-2 weeks.*

6. Acceptance or Denial of Referral

- After all steps have been completed, and the provider team has reviewed all information, the patient will be noted as ACCEPTED or DENIED.
- **If the patient referral is denied**, the denial information will be sent to the original referring provider via fax, along with recommendations for other services that may be more appropriate for the patient, if applicable.
- **If the patient referral is accepted**, scheduling staff will call the patient's family to schedule the first consultation.

Please note that Early Intervention referrals do not go through this full process. In these cases, paperwork will be mailed out to the families and once all of the paperwork is turned in, a consult will be scheduled as long as the patient does not turn 3 before the appointment.

Thank you for helping us streamline this process so that we can get patients into our department as quickly as possible.

If you have any questions or concerns about this process, please contact us at (217) 383-3100.