YouthPoint Health

Internal Clinic Referral Procedures

Updated: Feb 2024

YPH is an integrated behavioral health clinic. This means that our behavioral health team and our medical team work together to ensure that our clients' needs are met. The medical team may create internal referrals using the process outlined below.

Key Points

- For general practice, all new referrals should have some form of insurance, including Medi-Cal and No Parent Consent Medi-cal. We have a limited capacity to serve clients Pro Bono. This option can be accessed as necessary but should not be assumed.
- The YPH Referral Coordinator will assist patients without insurance to connect with a low cost/free therapy service.
- Any patient in crisis and needing acute crisis services will be seen by the therapist of the day (TOD), regardless of insurance type.
- The Referral Coordinator will notify medical staff when the therapy program is close to capacity so referrals can be routed to Access. In general, patients who are close to aging out of youth services (age 25) should be referred to Access if they are assessed to need more than a few sessions of therapy.

Process

1. Provider identifies a patient with mental health needs and alerts the Referral Coordinator. Expected wait time for an initial appointment with a therapist is within two weeks.
2. If the provider thinks the patient should connect with a therapist sooner than the two week timeframe, they will send a message through Teams to the Therapist of the Day chat and include urgency of follow up. Definitions below:

- **LEVEL 3 (Urgent):** If you indicate the handoff is urgent (crisis or suicidality), the therapist will drop what they are doing, including being in a session, to connect with your patient. For urgent needs, TOD will provide an acute safety screening/suicide evaluation regardless of insurance type.
- **LEVEL 2 (Available?):** Both you and the therapist would like to meet the patient's need in real time but the patient is not in imminent danger. The message will convey whether the therapist needs to provide de-escalation and support within 4 hours or whether this is a warm handoff for services. If the therapist is not with a client already, they can respond in real-time. Otherwise, they will connect with you as soon as they finish their current task and arrange to contact the patient within 4 hours.
- **LEVEL 3 (Non-urgent):** If you have a patient that you would like to have the therapist contact, but does not need to be done in that moment, please reach out and include a timeframe for when you would like the therapist to contact the patient (e.g. by the end of the day, within 48 hours).

3. For both acute and nonacute therapy referrals: Provider will create a referral in the R jelly and send to team PSA.
    - Please include PHQ/GAD scores if available
    - Please include the patient's school if they are within JUHSD.
    - For patients requesting confidential services (< 18 yo and has HPSM), please indicate "Confidential" in the Notes section of the referral. Please also include a preferred contact phone number as the demographic information may not always be consistent with the patient's preferred contact phone number.
    - If possible, providers will try to document in the Notes section patients with PACT who may be eligible for No Parent Consent.
4. PSA will verify insurance and send referral and insurance information to Annya.
5. Patient will be assigned to and scheduled with a therapy intern.

6. Annya/assigned therapist will notify referring provider via email of the appointment.