

# Daly City Youth Health Center

## Referral Coordination Procedures

Updated: Feb 2024

### General

1. To check voicemail on landline:
  - Pick up phone and press “Message” button
  - It will ask for account number, it’s 5714#
  - Then it will ask for password, it’s 2580#

### Clinic Referrals

1. Check Shane’s mailbox to see if there are any referrals from clinic
2. When a referral comes from the clinic, call the client first to make sure they’re still interested and get their availability. If they don’t answer, leave a voicemail and text and check in again on the next day. If they haven’t gotten back after 3 attempts, the referral can be abandoned.
3. After confirming with the client, search their name on Avatar to make sure they don’t have any open episodes anywhere else. Then send the referral in the group chat with Cara, July, Olivia, and Annya named “Referrals”
4. Fill out [BH Clinic Master Tracking.xlsx](#) then transfer and edit accordingly in [Intern Referrals.xlsx](#) when assigning the client

### Self Referrals

1. Make sure to get client’s first and last name, DOB, phone number, presenting issues, availability, and if they have Medi-Cal
2. If client is a minor, ask for parent/guardian’s phone number
3. Check Medi-Cal eligibility on: <https://www.hpsm.org/provider-portal-login>
  - Click on “Office Management” then “Eligibility”
  - Use client’s last name and DOB to search
4. Follow Steps 3-4 from Clinic Referrals

## Guides

1. [Intake Manual](#) (some of the information is old but is a very thorough guide)
2. [Referral Pipeline](#) (options if don't have space for Spanish/any monolingual clients, or Pro Bono)

## Coverage for Referral Coordinator (Shane)

1. For planned time off (i.e. vacation leave), Shane will reach out one week prior on Referrals group chat and arrange her own coverage for referrals coordination in her absence
2. For unplanned time off (i.e. sick leave), Shane will notify the leadership team on the Referrals group chat of her absence and the leadership team will determine who will take over coordination of referrals until her return