APPENDIX C
Community Resources and Policies
Example
Dental Clinical Policies & Procedures

REFERRAL POLICY

Purpose: To assure the following:
1. Appropriate patient referral to appropriate specialists;
2. The specialist receives pertinent information; and
3. The patient receives appropriate follow-up.

Content: The majority of patients can receive appropriate care by the employed and contractual dental providers. In the event that a patient requires more specialized care, any dental provider may refer to another specialist. The dental director determines the type of specialty care required and insures that an appointment is made. A consult letter and copies of pertinent data from the patient’s chart is supplied to the dental provider that accepts the referral.

A referral log is maintained by the dental staff and in most cases the dental assistant or dental navigator will take responsibility for the referral. In the event that the dental provider makes his/her own referral appointment for a patient, he/she is responsible for reporting the referral to the dental staff. The referral log contains the patient’s name, date of referral, name of dental provider to whom referral was made, date of appointment to the referral, and documentation of when follow-up is received from the dental provider that accepted the referral.

All of the above information is also noted in the patient’s chart by the appropriate dental provider. If no information is received from the dental provider that accepted the referral within 2-4 weeks (depending on the severity of the problem) after the appointment date, a phone call is made to that dental provider to determine the outcome of the referral.

Every attempt is made to assure that the patient returns to our care when the specialized problem is stable.

Developed by: Dental Director

Approved by:

Executive Director

Representative, Board of Directors

Adapted from: Henderson County Rural Health Center, Inc. Referral Policy