

## Referral Process Flow Chart For Non-Emergency Appointments

Physician's office identifies patient for referral to Peace River Center outpatient mental health services.

Please complete the PRC Outpatient Referral Form (provided) or generate a referral using your EMR system. Please submit the referral to PRC via FAX at: 863-413-2719.

\*Information needed for referral: Client Name, Address, Date of Birth, Insurance Information and Reason for Referral.

Once PRC staff receive the referral via fax, they will contact your patient to offer services. Patient is made aware of the PRC intake process (a brief triage appointment followed by a scheduled one-hour intake) and given Open Access Hours (Monday to Friday) to become established as a patient.

Brief triage appointments are scheduled to provide a rapid assessment of all patient referrals due to the high number of patients that do not show up for first appointments. The brief triage helps to quickly assess a patient's mental status and determine specific needs. Following the triage, an in-depth assessment is scheduled which generally lasts an hour. Following the assessment, if needed, a patient will be scheduled for psychiatric services with our medical staff (psychiatrist or psychiatric nurse practitioner).

When the patient presents for psychiatric services, a continuity of care letter, which includes a diagnosis and brief care plan is generated and sent to the primary care provider to keep you informed of patient care and services. If at any time you have questions, please contact our Outpatient Practice Manager, Katherine Porter at 863-512-0897

Please note - This referral process is for *routine* access to outpatient services. If there is a need for mental health crisis assessment or intervention services (phone or mobile assessment), including an assessment for concerns about a potential Baker Act, please contact our 24/7/365 **Mobile Crisis Response Team** for access to services at **863-519-3744**. Our mobile crisis response team will come to your office or a patient's home, office or community location, if you have concerns and want a mobile assessment.