

Connecting Patients with the BHC

Tips for PCPs and RNs

WHO?

Any patient, any age!

WHAT?

There are no wrong referrals!

- Psychiatric problems (depression/anxiety, psychosis, substance abuse)
- Chronic disease self-management (diabetes, hypertension, hyperlipidemia)
- Life problems (relationship problems, job stress, school problems)
- Preventive care (smoking cessation, healthy lifestyle changes)
- Stress influenced somatic problems (chronic pain, insomnia, chronic fatigue)
- Any health issue with a significant behavioral component...

WHEN?

Same-day appointment (preferred)

- Notify BHC (call, page, instant message, text – interruptions welcome)

Future appointment

- Give patient BHC brochure; ask patient to schedule through front desk

HOW?

- Say, “It will help me to help you.”
- Refer to the BHC as a “teammate” or “colleague”
- Find a problem the patient is concerned about and/or wants to talk about

Figure 10.4. Educational handout providing information on connecting patients with the BHC.