

Referral Tips

What to Say...

ABOUT...

<i>Reason for Referral</i>	Identify a specific reason for the visit; if the patient resists, try finding a problem s/he is concerned about. For example: “I want you to see Dr. Reiter, as I think he can help us develop a plan for quitting cigarettes.” “I want you to see Dr. Robinson, as she is an expert on stress and I think stress is affecting your diabetes management.”
<i>Role of the BHC</i>	Emphasize the BHC’s consultative role. For example: “Dr. Reiter’s job is to help me help you.” “Dr. Robinson is my colleague. I ask all of my parents to see her if they are having problems with their child’s behavior.”
<i>Activities During Visit</i>	Emphasize the problem-solving nature of the visit with an emphasis on learning new skills. For example: “Dr. Robinson will try to get a quick picture of your situation and then perhaps be able to teach you something new to try, even starting today.”
<i>Access</i>	Emphasize ease of access and the availability of brief, same-day visits. For example: “Dr. Reiter’s schedule is pretty open because he likes to see patients right after me. That way patients don’t have to make another trip to the clinic.”
<i>Positive Regard</i>	Display confidence in the BHC. For example: “Dr. Reiter is just down the hall, and he often sees my patients right away. I always find his ideas useful.” “Dr. Robinson is a warm and caring person, and my patients give me very good feedback about her.”
<i>Reassurance</i>	Offer a quick meet-and-greet with the BHC. For example: “Okay, if you’re not sure or don’t have time today, I still would like for you to meet Dr. Reiter. He’s an important member of our team and I want you to know his face.”

Figure 10.8. Example of an educational handout for BHCs to use to teach PCPs and RNs strategies for talking with the patient about BHC services.