



New Referral Process for Community Primary Care Physicians Effective October 2013

To simplify and streamline referrals to Rady Children's Specialists (RCSSD), effective immediately, all patient referrals are to be sent to our Central Authorizations Dedicated Referral Team. This may be done in either of the following two ways:

1. **Via Rady Children's CareLink (preferred method):** Submit referrals via CareLink, a web-based version of Rady Children's Epic electronic medical records system specifically designed for community providers. Community physicians can enroll online at www.CareLinkatRadyChildrens.org.
2. **Via Fax:** Complete the attached "Patient Referral Fax Form for Appointments with Rady Children's Specialists" and fax it to our Team. This form is also available on RCSSD's website at RCSSD.org/ForReferringPhysicians and select "Referral Form" from the left navigation bar. **Referral Fax Numbers: 858-966-4051 or 858- 966-8457.**
 - i. Please discontinue use of all individual RCSSD clinic fax numbers for referral purposes. Using these numbers may result in a delay in the referral process of several days.

Appointment Urgency

Medically Urgent Appointments

Appointments marked as Medically Urgent will receive expedited processing. Our goal is to process these referrals on the same business day they are received (or the following business day if received after 2 p.m.).

For these referrals, RCSSD will make every effort to conduct a same day clinical review and contact the patient to schedule the urgent appointment.

Standard/Non-Urgent Appointments

Our goal is to process Standard/Non-Urgent appointment referrals within 1-2 business days. Our staff will verify that your office has obtained the required authorization ensuring that all potential CPT codes and tests have been obtained prior to scheduling the appointment.

PCP Referral Coordinators should wait two business days prior to contacting **Rady Children's Central Authorization Department at 858-966-7546** to inquire on the status of a referral.

PCPs should instruct their patients to wait 5-7 business days from the date of their visit to the PCP before scheduling their appointment with RCSSD. They can then call **RCSSD's Scheduling Department at 858-966-5999** or the division phone number to schedule their appointment.

If there are questions or feedback regarding this process, please call the **Central Authorization Department at 858-966-7546**. Thank you.