



New Referral Process for Community Primary Care Physicians Frequently Asked Questions

Q: Why do we need to use this form?

A: To improve patient care and communication between referring providers and specialists; this form will help expedite the processing and accuracy of your referral. Please fill out the form carefully and completely, any missing information will result in the form being returned back to your office for clarification which may cause a delay in patient care.

Q: What if I have my own form?

A: We prefer you use our form however, if you have all the required information we will accept and enter your form. Please ensure that all required information is included on your form since any missing information will result in the form being returned back to your office to be fixed which may cause a delay in patient care.

Q: What is Carelink and who do I contact?

A: Carelink is our Web application designed to extend the continuity of patient care outside of the Children's Health Network by providing community providers secure access to submit referrals and view their patients' information. To gain access, please contact: 877-902-4278

Q: What if I already have Carelink?

A: For patients who you have access to, please submit referrals directly via Carelink. You do not need to use the referral form as well. For other patients, please fax the form for now. More information will be coming soon about an electronic option for these patients.

Q: My fax will not go through, what should I do?

A: We have a few reported issues and have worked with our IT department to increase our fax capability. If you ever experience difficulty in faxing referrals to us please contact our dedicated provider line to report the problem. Provider Line: 858-966-7546

Q: What services don't follow this process?

A: Hospital based services that do not follow this process include:

Radiology, Lab, Developmental Services and Hematology/Oncology
Continue to submit these referrals directly to the department for review.

Q: What do I do with the referral pad of clinics and phone numbers?

A: Please continue to provide this to your patients while asking them to wait 5-7 business days before calling scheduling to allow enough time to process the referral – our goal is to contact the family prior to this date if processed sooner.

Q: What happens to my Urgent Referrals? They used to go to the clinic directly.

A: We have combined this referral process with the previous Fast Track process. Once this referral is received it is entered into our system (EPIC) and immediately sent to the appropriate clinic for review and scheduling.