

Policies and Procedures: Internal Referrals

Section: Billing & Ambulatory Care
Chapter: Administration
Policy: Internal Referrals

I. PURPOSE

To establish a policy to facilitate the process for internal referrals between the various departments and providers of WVUPC.

II. APPLICABILITY

This policy applies to all WVUPC departments.

III. STATEMENT OF POLICY

WVUPC's clinical mission is best served when our providers have reliable and effective means to communicate with and to make referrals to one another. This policy sets forth the manner in which such communications and referrals can occur.

IV. PROCEDURE

1. WVUPC has established and will maintain a preferential telephone line which our providers may use in order to contact another provider or department for intra-organizational referrals.
2. The preferential telephone number which should be utilized by WVUPC providers for intra-organizational referrals is **(304) 357-6313**.
3. The preferential telephone number for intra-organizational referrals shall be posted at all clinical locations, and circulated by the administrators to each of the providers in their respective departments.
4. When utilizing the preferential telephone line, providers (or their designees) wishing to communicate with another WVUPC provider, and/or to make an intra-organizational referral, shall provide the telephone operator with sufficient information to facilitate transfer to the appropriate provider or department, information relating to how the referring provider should be contacted, and the time within which a return call is needed.

V. Amendment or Termination of this Policy

This policy may be amended or terminated at any time.

