

CT Children's Referral Guidance

We value your partnership and wanted to provide you with a guide on how to refer a patient to CT Children's specialty departments.

1. Fill out the **current referral form** completely for our medical and surgical specialties
 - Please only use the defined language below for the priority of a referral
 - STAT* = same or next day appointment needed **the referring provider will need to call OneCall to consult with the department's on-call provider to facilitate*
 - Urgent = clinically urgent need to be seen within next 2 weeks
 - Routine = within 30 days, or next available appointment
2. Attach all **supporting documentation** to the referral
 - Please reference the grid attached
3. **Fax the referral** to OneCall at 860.837.9898 for processing
 - Please send separate faxes for each patient's referral

Important Information

- Routine referrals are processed into Epic in the order they were received within 2 business days. Urgent and stat referrals are entered within 1 hour of receiving during business hours.
- When a new referral is entered into Epic there is an automatic fax created to notify the referring provider that the referral was received.
- You can always call OneCall @ 833.733.7669 to check the status of a referral. Our team will troubleshoot with you if we did not receive the fax.
- After the referral is processed into Epic it is routed to the specialty department who will reach out to the family within 3 business days to schedule the appointment.
- If the department specialty is not listed as a checkbox on the referral form it unfortunately means it is not a medical or surgical specialty that we currently offer outpatient services for.

Here are options we would recommend:

- Allergy → We no longer offer the *food allergy* clinic, all allergy concerns contact CT Asthma & Allergy 860.232.9911
- Dental → Contact UConn Dental 860.523.3700
- Dermatology → Contact UConn Dermatology 860.679.4600
- Gynecology → Contact Dr. Rau for pedi gyn 860.246.8568
- Psychiatry → Contact Access Mental Health 860.927.7190 or 211

Thank you for your collaboration!

Call OneCall 833.733.7669 | Fax: 860.837.9898 or 860.545.9502

Email: referrals@connecticutchildrens.org

If you are referring a patient for an ancillary service (audiology, neurodiagnostics, nutrition, PT/OT, radiology, sleep, speech), please complete the **clinical services order form** so the service can be scheduled by Central Scheduling.

