

# CT CHILDREN'S REFERRAL TIPS & TRICKS

## WE VALUE YOUR PARTNERSHIP & HAVE IDENTIFIED THESE WAYS TO HELP US EFFICIENTLY PROCESS YOUR PATIENT REFERRALS

- ☑ **ONLY USE CLEAR DEFINED LANGUAGE BELOW FOR PRIORITY**
  - STAT = same or next day appointment needed, required for PCP to consult w/ on-call department provider
  - Urgent = clinically urgent need to be seen within next 2 weeks
  - Routine = in order received within 30 days
  
- ☑ **PLEASE DO NOT BATCH FAXES TOGETHER**
  - Separate faxes for each patient avoids potential HIPAA violations
  
- ☑ **ATTACH SUPPORTING DOCUMENTS (I.E. OFFICE NOTES, LABS) DIRECTLY TO THE REFERRAL TO HELP EXPEDITE**
  
- ☑ **WE DO NOT HAVE THE FOLLOWING DEPARTMENTS:**
  - ALLERGY → We only offer a food allergy clinic, for all other 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
  
- ☑ **PLEASE ONLY FAX THE SAME REFERRAL ONCE AND VIA ONE ROUTE**
  - Call us (833) 733-7669 to verify a referral was received before re-faxing to avoid duplicates
  
- ☑ **THE ONE CALL PHONE NUMBER SHOULD NOT BE PROVIDED TO PATIENTS/FAMILIES IT IS FOR PHYSICIANS/OFFICE USE ONLY**
  - Departments schedule the appointments directly, patients can call (860) 545-9000
  
- ☑ **SOONER APPOINTMENT REQUESTS SHOULD BE DUE TO CLINICAL NEED OR CHANGE IN PT STATUS, NOT FOR PARENT REQUESTS**
  - These will require a consult and at the referring providers request as the departments are accommodating patients based on clinical necessity/urgency
  
- ☑ **IT IS OKAY FOR THE FRONT OFFICE STAFF TO FACILITATE THE CONSULT CALL BUT THE PROVIDER NEEDS TO BE REQUESTING IT & AWARE**

## THANK YOU FOR YOUR COLLABORATION!

Contact One Call @ (833) 733-7669  
Fax: (860) 837-9898 or (860) 545-9502  
[referrals@connecticutchildrens.org](mailto:referrals@connecticutchildrens.org)

