

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 consult with the on-call department provider to facilitate
 - Urgent = clinically urgent need to be seen within next 2 weeks
 - Routine = in the order received within 30 days
 - *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*
2. Attach **supporting documentation** (office notes, growth charts) to the referral
 - *Please reference the grid attached that breaks down the information necessary to process a new patient referral for each specialty department*
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 department that we currently offer outpatient. These are some of the departments we frequently receive referrals for and what alternative options we would suggest instead:
 - Allergy → We only have a *food allergy* clinic once per month, 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

Thank you for your collaboration!

Call OneCall 833.733.7669 | Fax: 860.837.9898 or 860.545.9502

Email: referrals@connecticutchildrens.org

