

Referrals and Service Utilization Form

(Please note: The Referrals and Service Utilization Form is 2 pages)

Purpose:

The purpose of this form is to gain information on referrals made by the NFP nurse and services utilized by the client. The form helps the NFP nurse to:

- Gather information on whether the client is receiving other community services, a good demonstration of the NFP program's linkages to other community organizations and of the service the NFP nurse is connecting them to.
- Recall which services have been recommended to a client and then review outcomes of these recommendations over time.
- Encourage a client to follow-up on the recommendations made and discuss barriers if they exist.
- Track services for clients and allow demonstration to funders and others of the services being providing to families as well as how the team is working with other professionals.

General Guidelines:

- This form is reviewed at six points in time during the program: intake, infants birth, 6 months of age, 12 months of age, 18 months of age, and prior to discharge.
- This form is also used each time the NFP nurse makes a referral on behalf of the client OR has updated information about the referral.
- *Please note that each country will have to customize the list of services to reflect their own context*

Definitions/Directions for Completing Form

Referral:

- **Definition of a referral:** A referral to services may be made directly by the NFP nurse who calls a community service agency requesting services for the client/family or indirectly when the nurse gives the client/family a list of resources to call for assistance. Liaison with universal services such as the midwife/family physician is not.
- According to the recommended schedule of data collection it is reviewed at 6 points in time. The NFP nurse ticks which assessment point time it is and adds in the date the assessment was done.
- The form can be used for 3 different assessments so unless it is updated in-between the recommended schedule, the NFP nurse would use a total of 2 forms.
- Reviewing/updating referrals information between scheduled assessment points:
- If there are just small changes/updates, the NFP nurse can note this with the new date in the same column
- If the NFP nurse does a full assessment or if there are a lot of changes she should use a new column with the date of the assessment; the NFP nurse will then need 3 pages to cover all the assessment points (6 scheduled + additional assessments)

Coding of the referral:

- In order to track the status of a referral the NFP nurse enters the relevant code and updates this as new information becomes known:
 - 1 = Service recommended by NFP nurse and client receptive
 - 2 = Service recommended by NFP nurse but client declined the referral or unable to follow through
 - 3 = Client or child currently receiving service
 - 4 = Referral in process, client on waiting list, or service not available
 - 5 = Client no longer receiving service as issue resolved
- If the NFP nurse makes more than one referral arising during a single home visit, s/he can code as many referrals as appropriate in the one column.
- If the NFP nurse wishes to re-refer back to a service that have closed the case, this is considered a new referral.

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Client Name: _____

Client ID: _____

Nurse ID: _____

Review all services at the following time points (and as needed). Date assessment done:

- Intake: _____
 Infant's Birth: _____
 Infancy 6 months: _____
 Infancy 12 months: _____
 Toddler 18 months: _____
 Toddler 24 months: _____

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DATE	DATE	DATE	SERVICE
CODE	CODE	CODE	Financial Assistance
			Income Assistance (includes Disability, Hardship)
			Employment Insurance - Maternity Benefits
			Child Tax Credits
			Special tax rebates
			Medical Services Premium Assistance
			Rental Assistance
			Adult Basic Education
			At Home Respite Benefits
			Child Care Subsidy
			Healthy Kids Program
			Other:
CODE	CODE	CODE	Pregnancy and Parenting Programs
			Pregnancy Outreach Program
			Prenatal Education
			Family Resource Program
			Short Term Parenting Program
			Prenatal/parenting program for youth (includes school based programming)
			Adoption Services
			Multicultural Support Services
			Other:
CODE	CODE	CODE	Mental Health/ Crisis Intervention
			Adult Outpatient Mental Health Clinic (Community Mental Health Team)
			Reproductive Mental Health Services (includes professionally led groups, psychiatry, etc)
			Child and Youth Mental Health Services (includes infant mental health services)
			Youth Forensic Psychiatric Services
			Community Counseling Services (e.g. Child, Adult or Family Services)
			Crisis Intervention Services (includes Intimate Partner Violence Services)
			Primary Care Provider
			Peer Support (e.g. Pacific Postpartum Support Society)
			Victim Services
			Other:
CODE	CODE	CODE	Substance Use and Harm Reduction
			Smoking Cessation Support (e.g. Quit Now)
			Residential Drug Treatment Program
			Counseling for Alcohol Use
			Other:

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DATE	DATE	DATE	SERVICE
CODE	CODE	CODE	Substance Use and Harm Reduction
			Smoking Cessation Support (e.g. Quit Now)
			Residential Drug Treatment Program
			Counselling for Alcohol Use
			Counselling for Other Substance Use
			Counselling for Problem Gambling
			Primary Care Provider
			Harm reduction/needle exchange services
			Other:
CODE	CODE	CODE	Health Care
			Primary Care Provider (includes Walk-In Clinic)
			Public Health Dental Services
			Public Health Audiology Services
			Public Health Speech Language Pathologist
			Public Health Other (Nutrition)
			Physician Specialist – including Pediatrician
			Community Health Services
			Breastfeeding Clinic/Lactation Consultant
			Early Intervention Therapies
			Nursing Support Services (includes At Home Program)
			STI Clinic
			Youth Clinic (includes Sexual Health Clinic, Options, etc)
			Hospital Ambulatory Care Centre
			Other:
CODE	CODE	CODE	Children's Services
			Infant Development Program
			Supported Child Development
			Child Care Resource and Referral
			Other:
CODE	CODE	CODE	Child Welfare
			MCFD/DAA social worker for support services/programs
			MCFD/DAA social worker for child protection services
			Other:
CODE	CODE	CODE	Shelter and Housing
			Emergency Shelter
			Women's Transition Housing/Shelter
			Supportive Housing (includes Maternity Home)
			Subsidized Housing
			Other:
CODE	CODE	CODE	Education and Employment
			Adult Graduation Diploma Program
			General Education Development Testing Service
			School District Support Programs
			Job, Career and/or Apprenticeship Programs
			Life Skills
			Other:
CODE	CODE	CODE	Other Community Programs and Services
			Charitable Services (food bank, clothing, furniture, toys etc.)
			Legal Services
			Immigrant and Refugee Services
			DNA Paternity Testing
			Other: