HIV Prevention Continuum

Documenting Referrals for Clients at High-Risk for HIV Infection

FOCUS ON **OUTCOMES**

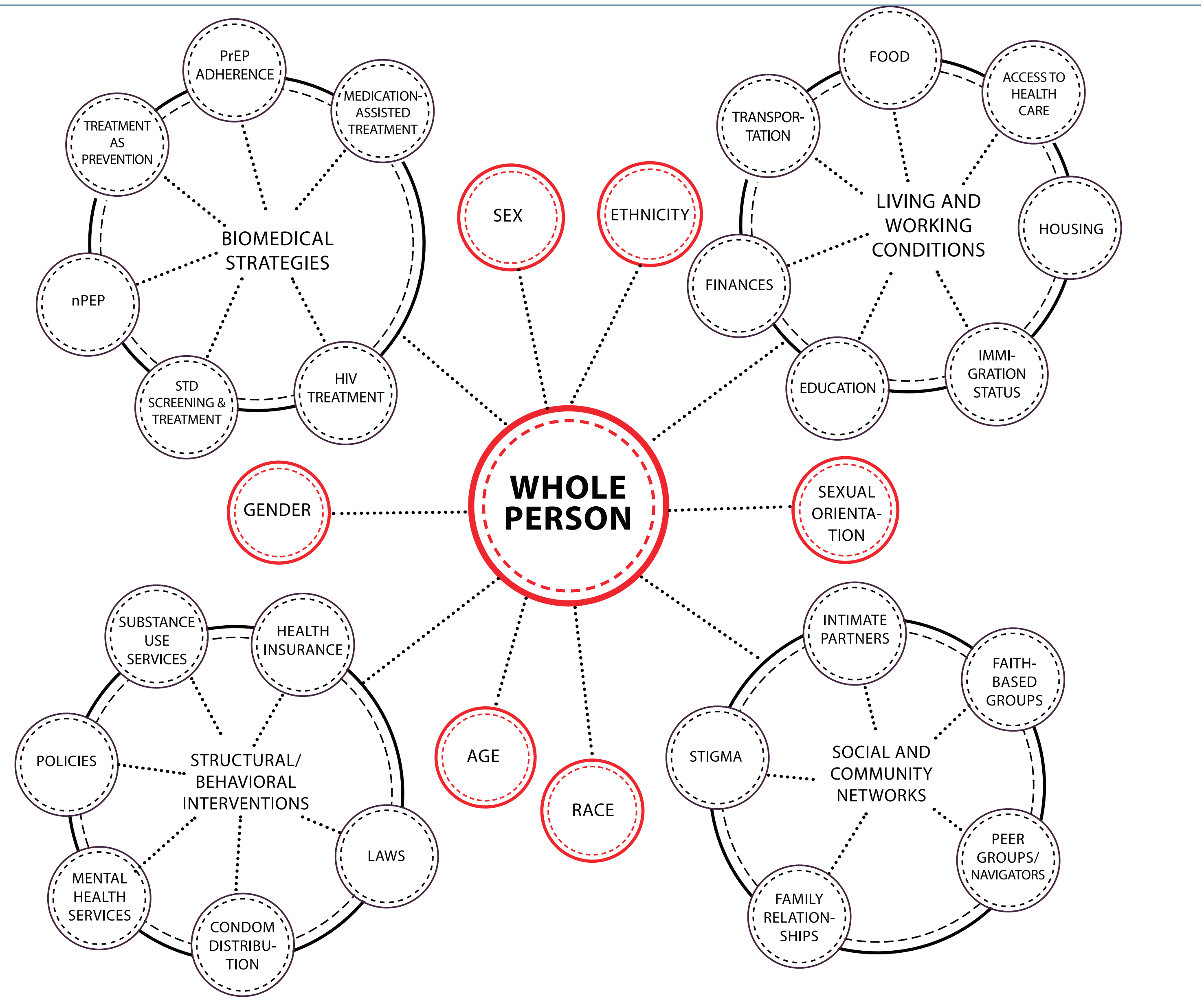
As the HIV prevention and care landscape continues to change, there is increased attention on addressing clients' comprehensive needs and documenting outcomes. Community-based organizations (CBOs) are experienced in monitoring the services they deliver and tracking clients at their own agency. Many, however, depend on referrals to other agencies to fully meet client needs.

The figure to the right reflects a range of social determinants and services that contribute to a client's ability to successfully navigate HIV prevention activities. CBOs must ensure they have a process in place to assess the needs of clients who are at high risk for HIV infection, and then either provide appropriate services or refer clients to those services. .

For many CBOs, it is challenging to confirm whether clients accessed the additional services. This resource is intended to help you implement referral and tracking processes for your clients.

For additional help reviewing your referral protocols or developing systems for your program, contact **cba@jsi.com**.

SERVICES & DETERMINANTS INFLUENCING THE **HIV PREVENTION CONTINUUM**



GET YOUR AGENCY **READY**

IDENTIFY AVAILABLE REFERRAL SOURCES

List the client services that may require a referral

- ☐ **Identify** providers with whom your agency has an existing relationship and document the following:
  - Internal or external referral
  - Agency name and contact(s) information
  - Any formal agreements that are in place
  - Existing referral protocols
- ☐ **List** services for which you **do not** have an appropriate referral source and seek providers in those areas
- ☐ **Identify** culturally and linguistically appropriate providers

REVIEW, REVISE, OR DRAFT AGREEMENTS

- ☐ **Review** formal agreements (i.e., memoranda of agreement and/or understanding, data sharing and confidentiality agreements, etc.)
  - What information is shared about the client?
  - Is the client's name used or a unique identifier?
  - Who has access to the information?
  - How are referrals confirmed?
  - How is the information communicated?
  - Are referrals confirmed for clients one at a time?
- ☐ **Review** protocols for internal agency referrals
- ☐ **Review** client consent forms
  - Do client consent forms reflect agreements?
  - *For internal referrals,* do client consent forms allow data to be shared across programs?
- ☐ **Revise** or **draft** new agreements

MEET YOUR CLIENT'S **NEEDS**

PROVIDE THE REFERRAL

- ☐ **Assess** the client's needs
  - Incorporate an assessment into your intake processes or post-HIV test counseling
  - Identify barriers. What prevents the client from adhering to prevention plans?
  - Identify resources to address barriers. Does the client require support services (e.g., housing, food, transportation, etc.) that can make it more feasible to adhere to prevention plans?
- ☐ **Explain** referral procedures to client
- ☐ **Obtain** formal consent from client to share information with referral agencies
- ☐ **Document** consent and maintain in client file

FACILITATE LINKAGE TO SERVICES

- ☐ **Call** referring agency with client to make appointment

  - OR -
- ☐ **Accompany** client to appointment

  - OR -
- ☐ If clients will follow up on their own, **provide**:
  - Specific contacts at the referring agencies
  - Current and complete information about the referring agency

CONFIRM & DOCUMENT **SERVICES**

TRACK AND DOCUMENT

- ☐ **Collect** the following information to help monitor and track referrals:
  - Date of referral
  - Service type
  - Agency
  - Contact name, phone number, and email address
- ☐ **Document** in client record and/or agency data system as appropriate

FOLLOW-UP

- ☐ Within 90 days of the referral date (time frame based on agency's protocols)
  - **Confirm** with referral agency
    - Service(s) accessed
    - Date client accessed service(s)

  - OR -
  - **Confirm** with client
    - Services(s) accessed
    - Self-reported date client accessed service
    - Agency documentation provided by client
- ☐ **Document** services in the client record.
- ☐ **Maintain** relationships with referral agencies
  - Regularly share programmatic updates
  - Formally acknowledge contributions of partners
  - Connect with new staff

CBA@JSI

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