

County of San Bernardino Department of Behavioral Health

CWIC Referral Procedure

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Purpose To inform staff how to make client referrals from outpatient clinics (OC) to the Crisis Walk In Centers (CWIC) and from the CWICs to outpatient clinics.

Referrals from CWIC CWIC will provide treatment for a crisis visit, then refer the client to an outpatient clinic as follows:

Step	Action
1	The CWIC Psychiatrist will provide the client with a two-week supply of prescribed medication.
2	The designated CWIC Office Assistant (OA) will call the destination OC to make an assessment appointment during intake hours as the first step prior to a Psychiatrist appointment being made at the destination OC.
3	The designated CWIC OA will provide the client with directions to the destination OC.
4	The designated CWIC OA will fax all assessment necessary paperwork to the destination OC, once the paperwork has been requested by the destination OC.
5	The designated CWIC Psychiatrist will refill client prescriptions beyond the first two-week supply of medications as appropriate, based on the request of the destination OC where the MD appointment is scheduled. Note: Prescription refill amounts are at the discretion of the CWIC Psychiatrist. Clients may need to make more than one visit to the Rialto CWIC if needed prior to the destination OC MD appointment.
6	The designated CWIC OA will confirm an MD appointment is made after assessment by receiving relevant paperwork from the destination OC indicating the date and time of the MD appointment. NOTE: It is the responsibility of the destination OC to provide CWIC with the MD appointment paperwork.
7	CWIC will keep the client chart open for fifty-nine (59) days.

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CWIC Referral Procedure, Continued

**Referrals to
CWIC**

Clients in crisis may be referred from a DBH OC to CWIC as follows:

Important Note: CWIC referrals are not to be used as a backup resource for missed medication appointments for all age groups. CWICs are to be used for clients in crisis who are at risk of a higher level of placement or hospitalization due to the client's immediate crisis.

Step	Action
1	The referring OC clinician will complete a Pre Assessment Screening Survey (PASS) documenting the crisis and the need for the client to be seen immediately at a CWIC.
2	The OC clinician will consult with a Community Crisis Response Team (CCRT) to determine the extent of the crisis and possible options prior to a CWIC referral.
3	The designated OC OA will schedule the client in crisis for an intake appointment at that OC.
4	The designated OC OA will fax the PASS and any chart documentation including the medication record and the intake appointment date to the CWIC (at (909) 421-9494 for Rialto) prior to the arrival of the client at the CWIC.
5	The designated OC OA will call the CWIC to advise staff of the imminent arrival and disposition of the referred client.

**Referrals of
Minors to CWIC**

Clients under the age of 18 are referred to the CWIC as follows:

Step	Action
1	The referring OC clinician will consult with CCRT staff to determine the extent of the crisis and possible options prior to contacting a CWIC.
2	The referring OC clinician will complete a PASS.
3	The designated OC OA or clinician will contact the CWIC supervisor to schedule an appointment with the CWIC Child Psychiatrist. Note: The CWIC Clinic Supervisor will be notified in the absence of the CWIC Child Psychiatrist.
4	The designated OC OA will fax to CWIC the PASS and any documentation pertinent to the minor.
5	The designated OC OA will call the CWIC to notify CWIC staff about the client and information sent.
6	The CWIC Clinic Supervisor will secure approval from the Medical Director for CWIC Child Psychiatrist time by calling (909) 382-3087.