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|  OSPITAL NG PARAÑAQUE  | | Document Code: OSPAR-ADS-MSWS/MC- |
| ANCILLARY DIVISION APPROVAL MATRIX | | Page No. 1 of 4 |
| Policy Title: MANAGING INTER-AGENCY REFERRAL | | Section / Department MEDICAL SOCIAL WORK SECTION/ MALASAKIT CENTER |
| Prepared By: Karl Marx R. Dimayuga, RSW, CMSW Chief, Medical Social Worker | Reviewed By: Cherrie Lynn T. Cruz, MD Chief Resident Arnaldo S. Cortez, RN Supervising Administrative Office Meda M. Calderon, RN, MAN Chief Nurse Catherine Michelle G. Bonifacio, RN, MD Executive Assistant | Noted by: Redentor P. Alquiros, MD, MHM Head, Medical & Ancillary Services Darius J. Sebastian, MD, MPH, PHSAE Hospital Administrator Approved by: Jefferson R. Pagsisihan, MD, MHM Hospital Director |

CLASSIFICATION: COMPREHENSIVE

OBJECTIVES:



To coordinate the needs of Ospital ng Parañaque patients with other health facilities for medical procedures or services that are not available within the hospital.

POLICY:

This policy shall set forth as mandated by AO No. FAE-007 s. August 10, 1998, Networking of Metro Manila Hospitals and the Manual of Inter-Local health zone referral system.

RESPONSIBILITIES:



1. It shall be the responsibility of Medical Social Worker to manage inter-agency referral if needed assistance/procedures is not covered by MALASAKIT center programs and perform the following:
 - a. Indicate MSWD Classification in the Inter-Agency Referral Form.

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- b. Attach Social Case Summary (if required).
- c. Coordinate with the receiving health facility about the cost and/or availability of the procedure.
- d. Inform the patient about the cost.
- e. Facilitate sourcing of funds when needed.
- f. Monitor outcome of referral including the cost of discount provided to patient.
- g. Document in the statistical and narrative report.

PROCEDURE:

1. For services/supplies that are not available in the hospital, the attending physician will refer the patient to MSW.
2. Nurse records referral to Patient's chart and informs the MSW.
3. Patient/Relative receives the Inter-Agency Referral from the Nurse and brings it to the MSW.

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4. MSW will then do the following:
 - a. Conduct assessment, classification and Psychosocial Intervention as needed if the patient is new. If the patient is old, retrieves record.
 - b. Coordinate with the receiving agency about the schedule and cost of diagnostic procedure.
 - c. Advise and explain instructions to patient/relative.
 - d. Prepare Social Case Summary Report (if required) and fill-out the classification in the Inter-Agency Referral Form.
5. Patient/relative receives the accomplished Inter-Agency Referral Form and brings it to the receiving hospital/agency.
6. Receiving hospital receives and approves recommendation/actions to be taken.
7. Referring hospital's health worker advises patient regarding release of the result and sends back referral slip to OSPAR MSWS.

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8. Patient or relative returns the referral slip/clinical summary and gives feedback to OSPAR Medical Social Worker and Attending Physician.
9. Medical Social Worker then documents the result of the referral.

APPENDIX:

(A) ER/ OPD/ WARD Referral Form

(J) Inter- Agency Referral Form