WCDHB Rata AOD Service Provision Framework
Referral Process Flowchart

Version 1

Process	Tasks/Standards	Who	Forms
Receive enquiries and complete referral form	● Gather information to assess if person meets criteria for entry to AOD Service ● If not, provide appropriate information and advice ● Refer to other agencies/services as required ● Complete /accept referral form ● Assess for urgency, i.e. if issues relate to mental health –refer to TACT/CMH, HIV, pregnancy, etc ● If client has been admitted to hospital contact to be made within next working day ● Identify any known significant risks	Duty worker/ Clinician	Internal, External, LTNZ Referral forms
Referral received	● Enter in referral book ● Assess if further information is needed and obtain as necessary/use screening tools if indicated ● Check information against criteria for admission ● Discuss at AOD/CMH MDT meeting and allocate as appropriate (regional variances) unless referral needs urgent actioning ● When allocated, Clinician schedules and sends appointment card/letter /service brochure and records on referral form/clinical notes ● Referral then given to administration for data entry, make new file or get old one (ready for new episode of care with dividers), print labels, client registration form, index card, etc. ● File is accessed by key worker/clinician prior to first appointment	Duty worker/ Clinician Secretary/ Administration	
Arrange assessment	● If self referred, appointment card and brochure or letter as appropriate to be sent within five working days after allocation to key worker ● If referred by another health provider/service/GP etc., letter advising of appointment and acknowledgement of referral to be sent within five working days after allocation to key worker ● If referral inappropriate, refer back to referrer with recommendations and reasons why referral has not been accepted ● Inform person, if self referred, of non acceptance if they do not meet the criteria for treatment ● Confirm appointment with person one day prior to assessment ● Check that person's file is available and that they have been entered into data system	Key worker/ Clinician	Appointment card and Brochure or letter as appropriate
Assessment			