



Making a Referral to Shorehaven Behavioral Health, Inc.

MAKING THE GOOD REFERRAL

- G** First, **G**ive compliments for how well the person or family handles most life tasks.
- O** Then, **O**btain the person or family's view of the current problem – before offering your opinion.
- O** Offer a very positive picture of therapy, e.g., "You'll receive help from a program that has helped many others."
- D** Discuss the plan for our therapist to call the client, or for the client to call us to set up the appointment, asking for the Referral Department at 414-540-2170.

GENERAL POINTS

- R** Remind the person of your reasons for making the referral.
- E** Empathize with any difficulties produced by the problem and with any fears about getting help.
- F** Feel out the person's views of mental health treatment.
- E** Elicit any objections to coming in.
- R** Revise any misconceptions.
- R** Refer early, as soon as problems are identified, before they become chronic problems, and use this as a supporting rationale for the referral. This is so crucially important.
- A** Avoid minimizing, such as "It's all your nerves," "Don't worry." Indeed, let the client know the problem is a serious concern.
- L** List successful outcomes to expect: e.g., you will get a thorough assessment, you will have improved coping skills, you will have a better quality of life, therapy builds self-esteem, therapy lowers stress, therapy reduces conflict, in order to have medications you have to have counseling, this clinic has helped others I have referred.
- S** See the process through: follow up with the person or family.

We can serve clients with a variety of HMO and PPO health plans, insurance, Medicare and Medicaid. For those who have no insurance, we can serve them using a sliding fee scale. Call us for further information.