

TIPS FOR ADDRESSING BARRIERS TO SERVICES

No referral sources

- Problem solve to identify new ways to meet this service need;
- ask colleagues for new referral source.

Clients complain that service providers are “cold and unfriendly”

- Use an alternative site;
- prepare clients by letting them know what they can expect from this provider;
- talk with referral provider and give them feedback.

Patients cannot get to the referral site

- Make referral to alternative site;
- identify transportation sources.

Client does not want the referral

- Problem solve with client to understand why they don't want it;
- respect client's decision and keep communication open for further discussions.

Eligibility and documentation requirements of the referral source are cumbersome

- Talk with referral provider and see if you can modify the eligibility requirements;
- see if alternative sources of documentation can be substituted.

Client will not sign a release of information for tracking purposes

- Discuss with client purpose of release of information;
- determine if tracking is essential, and if not, don't track the client.