

Helpful Provider Scripts during the Referral Process to 1st Five

Purpose of the Script	Provider Sample Script
<p>Providing the parent/caregiver with information about what the 1st Five program is, and the purpose of connecting the client to 1st Five services. This promotes parent/caregiver follow through with being responsive to the referral. Also, by taking time to discuss 1st Five, and why the referral is important, the clinician illustrates to the parent/caregiver the importance of connecting to 1st Five after the well-visit. 1st Five is a part of the standard of care the clinician is providing to their patient.</p>	<p>1st Five is a program that partners with primary care practices to support children birth to age five with connections to developmental and early intervention supports. My recommendation is to make a referral to 1st Five and request resources for (speech, fine motor, gross motor, community resources, etc.) for your child. 1st Five will work with you to get you connected and make sure you're supported during that process. How does that sound to you? Do you have any questions about the referral we're making to 1st Five for (childs name)?</p>
<p>Secures the parent/caregiver signature for the Release of Information that is needed so that 1st Five can begin working with the client.</p>	<p>We'll need you to sign this release of information for us so that 1st Five can reach out to you and begin coordinating those referrals for (childs name). 1st Five will not make any referrals on your behalf without your approval. That's why it is important to connect with them to determine what works best for your child and family.</p>
<p>Promote parent/caregiver responsiveness to the phone call they will receive from 1st Five after the referral is made. This promotes parent/caregiver follow through with being responsive to the referral and prevents loss-to-follow up by alerting the parent/caregiver that 1st Five will be attempting to contact them via phone at the most up-to-date current contact number provided to the practice and included on the referral form.</p>	<p>1st Five will call you within 48 hours to discuss the referral and talk through those options that address the concerns we talked about today for (childs name). Make sure the front desk has your correct phone number so we can be sure 1st Five can reach you. If you receive a phone call from a number you don't recognize, be sure to call that number back, check your voicemail and connect with 1st Five. They'll work on connecting with you to get those referrals in place for (childs name).</p>