

Helpful Provider Scripts during the Referral Process to 1st Five

Updated 2/2022 per scripts #4 and #5 provided in the presentation "A Day in the Life of a PCP" by Child Health Specialty Clinics, 2022

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>
<p><i>Empower PCP's with examples of phrases to allow for smooth referrals</i></p>	<p><i>It looks like your child is "at risk" for speech delay; I am going to refer him to get his hearing checked and for you to speak with my colleague at 1st Five who will call you this coming week; he/she will connect you with an at-home developmental evaluation through Early ACCESS, as well as review if there are other things we can do to support his development. If you sign this release here in clinic that is part of the referral paperwork, the 1st Five Coordinator will be able to make this referral to Early ACCESS, and keep me updated between visits of those connections; however, please reach out to myself or my team if you have any questions or concerns before we see each other again at the next well child visit</i></p>

Purpose of the Script	Provider Sample Script
<i>Empower PCP's with examples of phrases to allow for smooth referrals</i>	<i>It looks like the autism-specific screen is positive based on the results today and what we have discussed; I will refer your child for additional evaluation to know more. My colleague at 1st Five will contact you within the next week to connect you to a free in-home developmental evaluation with Early ACCESS, as well as any other resources that could be helpful to support your child's development. My office will send a referral to the developmental pediatrician and they should also call you to set up an appointment; even though this appointment might not be for 6-9 months, if Early ACCESS notes any concerns with your child's development, they can start services right away and 1st Five will keep me updated on the specific needs they find</i>