

Referrals and Follow-Ups at Berks Community Health Center

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Referrals

- ❖ **After a problem is identified, the patient is met with and provided with local resources**
- ❖ **Patient is handed a list of local community resources and spoken to about how to best contact the agencies**

Referrals

- ❖ If patient needs assistance calling community resource or completing an application, SDOH staff will assist
- ❖ If medication costs are high, will work with medical team and pharmacy for lower cost options

Follow-Ups

- ❖ 2 weeks after referrals were made, patient is contacted
- ❖ If unable to connect with the correct resources, SDOH staff will work with the patient to reach out to organizations together or complete applications

Follow-Ups

- ❖ **Make new referrals if applicable**
- ❖ **Ensure patient has SDOH staff phone numbers to contact with further needs**

Lessons Learned and Limitations

- ❖ **Staff**

- ❖ **Community Organizations**

- ❖ **Limited resources within the community**

- ❖ **Unanswered Phone calls**

Thank you Any Questions?

