

# ***Comprehensive Primary Care and Access to Ancillary, Inpatient, and Specialty Services***

You must provide documentation that your site offers culturally competent comprehensive care through referral arrangements for ancillary, inpatient, and specialty care that are not available on-site.

Documents that meet the requirements include signed Memorandums of Understanding, signed Memorandums of Agreement or signed contracts with ancillary, inpatient, and specialty facilities. If formal referral arrangements do not exist, you must provide a dated and signed description of how it ensures patient access to ancillary, inpatient, and specialty care.

To meet this requirement, add the signed and dated letter to the 'Upload Documents' section of the application.

## **Examples for Primary Care Sites:**

[Redacted]

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[Redacted]

[Redacted] is a multi-specialty group that services North Central Washington State. Please refer to our website [Redacted] for listing of specialty services provided.

Our specialists (which do rotate to the [Redacted] clinics on a regular basis) provide care to our outlying communities. Our physicians in [Redacted] County work closely with their hospitals ([Redacted]).

Our facilities utilize the same EMR (EPIC) so patient charts are easily shared amongst Primary Care and Specialty Care providers.

[Redacted] has established relationships with outside entities such as [Redacted] where patients of our rural clinics might be referred for services outside of our scope.

*Signature*  
*Date*

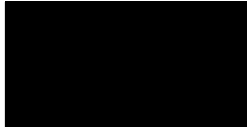
Tip: Include a screenshot and link to your website where additional information about services is provided

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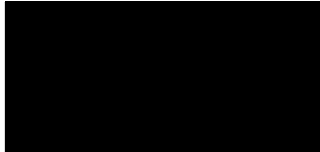


The screenshot shows a webpage with a teal header. On the left, there is a white dove logo with an olive branch, partially obscured by a black redaction box. Below the header, the main content area has a white background. A large black redaction box covers the top left of the content. To its right, the title "Comprehensive Care" is displayed in a bold, teal font. A horizontal teal line is positioned below the title. The text "Access to comprehensive care:" is followed by a paragraph: "Below is a link to the [redacted] webpage that lists all of the services available to patients." Below this is a blue hyperlink: "[https://www.\[redacted\].org/services](\"https://www.[redacted].org/services\")". The next line of text reads: "[redacted] Family Medicine [redacted] is located near [redacted]. Another attached document highlights the services available at that location."

## Example for Behavioral Health Sites:



*every family  
deserves a home*



### **Client Referral and Follow-up Policy and Procedure**

The [REDACTED] Mental Health Program refers clients to appropriate specialty services at assessment and throughout the course of treatment. Referrals to services include, but are not limited to: Primary Care Providers, Psychiatric Prescribers, Substance Use Disorder Treatment, Detoxification Services, Medication for substance use disorder services, Prenatal Care Providers, and Behavioral Health Hospitalization Services. We assist clients with locating service providers and provide support and assistance with establishing care in a variety of ways including, but not limited to: contacting providers to gather more information about services offered, assisting clients with initial phone calls to set-up services, advocating for clients to receive needed services, and conducting warm-handoffs with new providers. We encourage clients to sign Authorization to Release Information for new providers. The Authorization to Release Information is sent via fax and then we follow-up with a phone call to establish a working relationship with the new provider for collaboration and care coordination.

*Signature*

*Date*

