



Why Refer?



Recalling our own experiences as **clients or patients**



1. The **situation** (What happened?);
2. The **feelings** it caused;
3. How you **handled** the situation (What you did?);
4. The underlying principles or **values** that guided how you handled it



The STAR Model for Effective Referrals



SUPPORTIVE

THOROUGH

ACTIVE

REFERRAL-QUALITY

The STAR Model for Effective Referrals



SUPPORTIVE

- “I know my role in the face of my client’s/patient’s need.”
- “Supporting my client’s decision is the best way I can do my job helping her.”

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- “I am knowledgeable about the care she is seeking.”

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ACTIVE

- “I actively help my client/patient locate and schedule the care she needs.”
- “I actively assess her needs for, and help connect her to, supportive services such as childcare or transportation—to help her to utilize the referral she is seeking.”

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REFERRAL-QUALITY

- **“I follow up, asking about her experience accessing this provider and if there is anything else she needs.”**
- **“I use her experience to better help the next client or patient seeking a referral.”**



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REFERRAL-QUALITY

Making a referral involves honoring the client's right to:

Autonomy

Confidentiality

Informed
Consent