

Direct Referrals

While we receive calls frequently from people requesting a specific therapist, often they are just given the therapist's name by an insurance provider or EAP services. Generally, this should **not** be considered a direct referral.

If a new referral asks for a specific therapist, please request the name of the referring party. If the patient was referred by their doctor, another therapist/counselor, or a current patient and that therapist's availability is "No":

1. Complete the BV Form
2. Let the patient know we need to check with the therapist for their availability
3. Contact the therapist (include the completed BV form) explaining that this patient was **directly** referred to them and asking if they can take the case or would like us to refer it to someone else.
4. Try to schedule with another therapist if the requested one can't take the referral.

Two other scenarios that should be handled as Direct Referrals:

1. Psychology Today or Good Therapy Referrals
2. Patient has reviewed website bios and is insistent or has a strong opinion about wanting to see or wait for that specific therapist.

****Indirect referrals should be fit in with the next available therapist that is the best fit for the patient's reason for counseling, insurance, and availability.**