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General Resource Specialist Referral

**Direct Communication Tips**

* **Available to: MGH Social Service Department staff** (including students)
* **Description:** 
  + The General Community Resource Specialist (CRS) practice model is the same under direct communication as with standard consults: we provide information and education. **Unfortunately this CRS is unable to assist with completing applications or submitting referrals**, with limited exceptions(e.g., certain PT-1s with approval of authorized provider).
  + When SW referrer chooses direct communication, the CRS will call preferred contact for additional information as needed and with the search results
  + CRS will also share results with SW and will document in Epic
* **To Refer**
  1. **Please ask patient or family member for their preferred contact information** (Inpatients – cell or bedside phone?) and tell them to expect our call
  2. **Epic Referral**:
     1. **Ambulatory** referral to **MGH Social Work Community Resource Specialist – Main Campus** workqueue
     2. Specify **Patient Type: General**
     3. **In Note section** please include:
        + **Reason for request**
        + **Consult or direct communication?**

**For direct communication:**

* + - * **Requester AND their preferred contact information**
      * **Guidance on any permissions or documentation issues,** especially if for a family member

1. **Additional information to share?** Feel free to call 617-726-8182, email [Hannah Perry](mailto:HPERRY@MGH.HARVARD.EDU) or page 25782

* **Questions or Comments?** Please feel free to contact Hannah at contact information above or [Ellen Forman](mailto:eforman@partners.org) via email or call 617-726-5807