



AN EASIER WAY TO REFER PATIENTS!

As you may have heard from previous communications from Shriners International, it is no longer necessary for families to complete an “application” in order to be considered for treatment at Shriners Hospitals for Children. We have eliminated the need to fill out a complex two-page form that must be delivered to the hospital and processed before a patient can be considered for treatment.

Now, there are several ways you can refer a patient to our hospital!

- Provide the family with our toll-free number, **800-850-2960**. Be sure to let the family member know your name & temple, so you will be listed as the sponsoring Shriner. To provide the best service, we encourage you to make the call as you’re with the family.
- Email the St. Louis hospital at referachildstl@shrinenet.org
- Direct the family to the Shriners Hospitals for Children internet site where they can locate the phone number for the nearest hospital in our network with the appropriate specialty: <http://www.shrinershospitalsforchildren.org/>
- We have also provided you with a business card to keep with you at all times that includes all the above information, as well a line for you to write your name as temple as the sponsoring Shriner. This is information you can pass along to someone else who would like to refer a patient.

What this means for our patients & their families:

- A child’s private health information is provided directly to the hospital, rather than exchanging several hands. (HIPAA)
- Quicker, easier, more convenient for families.
- Eliminates the perceived barrier of “applying” for care. Like any other doctor’s office, families can call us, provide details about their child’s condition, and we’ll notify them of when they’re scheduled in the appropriate clinic.

What this means for Shriners:

- It’s a quicker, easier way for you to refer patients to the hospital. Eliminates need for carrying forms and mailing them or driving them to the hospital. It also eliminates the possibility of paperwork getting lost ... whether it’s a Shriners home, the temple, the mail or through the fax lines.
- Better customer service – you can call the hospital with the family and be there after the call if they have further questions about Shriners Hospitals for Children or your temple and the services you offer (transportation, etc.)
- When speaking to the public about how to refer a patient to our hospital, please eliminate the terminology “apply for care.” Our goal is to remove the perceived barrier of “applying” for care. Use the terms “refer a patient” instead of “apply for care.”
- Our hospital will provide your temple with the above mentioned business cards. This card has been designed as a useful tool for Shriners and non-Shriners, to keep the contact information for the hospital handy.

Can I still use the patient application form if I have a supply of them?

- Yes. Our hospital will always accept written information on the former “application for treatment” as a patient referral.

What if I have a family that wants or needs to send their information to the hospital in written form?

- We are currently developing a much shorter hospital-specific form/brochure that can be used for those who prefer to mail or fax patient referral information to the hospital.

How will the temples know how many patients they referred?

- During the patient intake process, each patient will be asked "How did you hear about Shriners Hospitals for Children?" If their response is a Shriner, the intake staff will add the Shriners name and temple into the hospital's appointment registration system. (Hospital staff will look up the temple if not reported by the patient.)
- Each hospital will have the capability to pull a report that shows the number of patients referred by each temple or individual Shriner, given that the information is provided.

What about Screening Clinics?

- Obviously, you will need a form for gathering information at screening clinics!
- To provide the best customer service to families who attend screening clinics, the hospital can provide you with a short form for families & the medical professional to complete at the clinic.
- This short form will help you gather information from the family, so our Patient Referrals staff members can follow up with them and make an appointment for the patient.
- If your temple is planning a screening clinic, please contact Tammy Robbins, PR Director, at 314-872-7837 or trobbsins@shrinenet.org. Tammy can provide you with:
 - Screening clinic flyer (with most recent brand information) & copies
 - News releases
 - Screening clinic forms
 - Information packets for families

If you have questions about this change:

- Please feel free to contact Tammy Robbins, PR Director, at 314-872-7837 or trobbsins@shrinenet.org. Or, contact your temple's representative to the hospital's Board of Governors.
- We know that many Shriners have concerns about this new process, but we want to assure everyone that ***the Shriners are now more important than ever*** in helping us find the children we can help. By eliminating the hurdle of completing a two-page form, it has become easier than ever for members of the fraternity to help families in their communities get connected with Shriners Hospitals for Children

How does our temple order more referral cards

- Contact Tammy Robbins, PR Director, at 314-872-7837 or trobbsins@shrinenet.org.
- Please do not use these cards to hand out in mass quantities at health fairs, community booths, etc. Please use only for families who need to call the hospital. If you need a referral card to hand out at community fairs in mass quantities, please order the general cards from Shriners Village.

If your temple or Shrine Club has addition questions or concerns – or has an addition problem-solving need regarding the elimination of the patient application, please contact us! We are here to help you meet the needs of the patients and families in your community, as well as the needs of your temple and nobility.