

## **Nutrition Referral Process for Private Clients Orange County Health Department**

Thank you for making a nutrition referral to the Orange County Health Department (OCHD) Registered Dietitians. Your clients are important to us and we want to ensure that they receive the appropriate care in a timely manner. Please review the following guidelines to make this process both efficient and effective.

- The provider should complete a referral provided by the OCHD Registered Dietitian (RD). The referral *must* include the medical diagnoses, diagnoses codes, and the provider's signature. Please indicate on the referral if the client needs an interpreter.
- Mail or fax the referral to the OCHD; Fax numbers are provided on the referral form. The OCHD is HIPAA compliant and referrals are received on a secure fax machine.
- Please have your office or the client call to schedule an appointment (Hillsborough: 245-2400, Chapel Hill: 968-2022 ext. 0). When making the appointment, please indicate if an interpreter is needed. Non-English speaking clients may call the OCHD language line directly if preferred: 644-3350.
- The RD will fax a report of the nutrition visit and care plan to the referring provider to complete the referral process. A phone call will be made to inform the referring office that a fax is being sent.
- If the RD is unable to reach the client, with 3 attempts or the client declines services, the RD will fax this information to the provider to complete the referral process. The provider may refer the client again as needed.
- If the client misses a scheduled appointment, the RD will attempt to re-schedule. The RD will notify the referring agency when a client misses two consecutive appointments and request that they re-refer.

If you have questions or concerns regarding this process, please feel free to contact Renée Kemske, MPH, RD, LDN, 968-2022 ext. 309. Thank you once again for your referral.

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