

Tips for Using HIPs

WHO to REFER?

Any patient, any age!

WHAT PROBLEMS?

There are no wrong referrals!

Children with behavior issues	Stress
Sleep	Depression
Anxiety	Alcohol and Drugs
Pain	Treatment Adherence
Health choices (eating/exercise/tobacco)	Fatigue/ Headaches
Grief	Risk and Safety
Family Violence	Medically Unexplained Symptoms
Long term conditions	Relationship problems

WHEN to REFER?

Appointment with HIP on same-day of medical visit preferred

Same-day hand-overs

Identify potential patients in huddles

Future – Possible. Ask patient to call on day they want to be seen or make appointment for them

WHAT to SAY TO PATIENTS?

We have a new team member.

I want you to meet my colleague today. S/he may have some ideas for us.

S/he is really good with this type of problem.

S/he is probably available quite soon.

Her appointments are short — only 15-20 minutes.

There are no costs for their services.(their services are funded.)