

Volunteer Referral Specialist



Seeing Grace Patients in Your Practice

- Referral Specialists determine the number of patient referrals, procedures and services provided to Grace patients in their practice.
- Grace handles the rest including diagnostic labs, imaging, medications, coordinating patient referral appointments and follow-up and Sovereign Immunity protection through the Department of Health.

Application Process

1. Complete the Volunteer Specialist application via the button below.
2. The Community Outreach Director will contact you to initiate the Sovereign Immunity (SI) application process. It may take up to four weeks or longer to receive an executed contract from the Department of Health.
3. Once the SI contract is executed, Grace Care Coordination Department will contact you or your designated practice contact to discuss the referral process.

Referral Process

1. The initial patient appointment will be scheduled by Grace's Care Coordination Department with your designated practice contact.
2. Each patient referral will include a Grace Referral Specialist Referral packet which includes SI form for liability protection, Grace Doctors' Referral Form, Grace Patient Demographics Form, Grace Health Summary, Progress Notes, Applicable Labs/Diagnostics.
3. After the initial patient appointment, your office can schedule ongoing appointments that pertain to same reason for the original referral. New conditions or diagnoses require new SI document to be completed and by Grace's Care Coordination Department for your liability protection.
4. Fax your completed progress notes within 30 days to Grace Care Coordination Department (this is an SI protection requirement)
5. Grace has a strict no-show policy and action plan. Please notify Care Coordination if a Grace patient "no shows" for an appointment, you can determine whether a patient can be rescheduled.

For questions or additional information, please contact Darlene Hilkert, Community Outreach Director, at dhilkert@gracemedicalhome.org or 407.936.2785, X2076.