FaithHealth Referral Guidelines

**Geographic Coverage for FaithHealth Fellows, Connectors, Volunteers, and Congregational Partners:**
Ashe, Burke, Catawba, Davie, Davidson, Forsyth, Gaston, Mecklenburg, McDowell, Randolph, Robeson, Rockingham, Stokes, Surry, Wake, Watauga, Wilkes, and Yadkin

**Geographic Coverage for FaithHealth Full-time Staff (Supporters of Health):** Forsyth (zip codes – 27101, 27103, 27105, 27107, 27127)

**Phone Number:** 716-3027

**Who Can Help:** FaithHealth Staff or Congregational Volunteers (volunteers are identified by FaithHealth Fellows or Connectors)

What Can We Help With? The BioPsychoSocial Spiritual Needs of Patients and Families

**Right Door**
- Patients who need assistance, transportation, and encouragement to attend primary care appointments or preventive services (related to “bio”)
- Patients who need assistance navigating community mental or behavioral health resources (related to “psycho”)
- Patients who need assistance navigating various community resources particularly for food, medications, transportation, housing, health insurance (related to “social”)
- Patients who need emotional support or spiritual care in the community (related to “spiritual”)

**Right Time**
- Patients who utilize the Emergency Department due to worsening diseases or conditions as a result in a delay in seeking care or services (related to “bio”, “psycho”, “social”, and “spiritual”)

**Ready to be Treated**
- Patients who need assistance with completing and returning necessary forms, paperwork, etc. to obtain access to various forms of care or services in the community (related to “bio”, “psycho”, and “social”)
- Patients who need reminders to follow recommended steps to prepare for scheduled medical, test, or surgical procedures (related to “bio”)
- Patients who need assistance with compiling the necessary information, documentation, and key items before arriving to medical or social service appointments (e.g., identification card, medications, financial information) – (related to “bio”, “psycho”, and “social”)
- Patients who have difficulty managing chronic conditions and following provider recommendations and guidelines (related to “bio”, “psycho”)

**Not Alone**
- Patients who do not have the benefits of family support, a social network, or a faith community (related to “bio”, “psycho”, “social”, and “spiritual”)
- Patients who could benefit from having trusted individuals join them for various appointments in the community to increase the likelihood of them utilizing the service and having a positive experience (related to “bio”, “psycho”, “social”, and “spiritual”)
- Patients who can benefit from home visitation (related to “bio”, “psycho”, “social”, and “spiritual”)
- Patients who can benefit from having someone they grow to trust to call upon when there are changes in symptoms, thoughts of fear, or when a conversation would provide healing (related to “bio”, “psycho”, “social”, and “spiritual”)

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