

Incoming Referral Policy



Category	Policy
Summary	This policy outlines BAPAM's principles and procedures for enabling approved partner organisations to make a direct patient referral to BAPAM for a clinical assessment and to receive a report on that assessment.
Valid from	30 May 2018
Version	1
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Approval date/ via	BAPAM Medical Committee
Distribution	BAPAM clinicians e-mail & online forum Staff e-mail and meetings Public website
Related documents	<i>Data Protection</i> <i>Patient Contract</i> <i>Confidentiality Policy</i> <i>Consent Policy</i> <i>Clinical Governance</i> <i>Clinical Observations</i> <i>Healthcare Records</i> <i>Subject Access to Medical Records</i>
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1. Context

The British Association for Performing Arts Medicine (BAPAM) is a healthcare charity giving clinical advice to people working and studying in the performing arts. BAPAM helps patients to overcome work-related health problems. BAPAM services are open to any performing artist. Performing artists can self-refer by call the office as an individual and receive advice and support and book a clinical assessment. Our charitable purpose and funders allow us to offer this service nationally. Clinicians will often provide patients with a letter including details of their condition and suggestions for next steps in managing it, including further treatment, self care and advice on managing their role as a performing artist as they complete treatment. In this context, the relationship is between the individual patient and the clinician and the individual can choose whether or not to share the information with any other individual or organisation.

Performing arts organisations and charitable funders have requested a direct means of referring members, beneficiaries or clients to BAPAM services. The purpose of this policy is to set out how organisations can refer a beneficiary, client or member to BAPAM; provide personal details on that person and the reason for the request; and receive a report on their clinical assessment.

2. Definitions

Organisation: The organisation with an agreement in place for making a direct patient referral to BAPAM.

Patient: the person being referred. This can be a member, client or beneficiary of the organisation.

Consent: the principle that patients must give permission for a referral to be made; for their data to be recorded and kept by BAPAM; for a clinical assessment to take place and for a report to be released to the referring organisation (*Consent Policy*)

3. Making a Referral

Any organisation wishing to refer a patient will need to complete the attached referral form. This must include any specific reason for the referral which the organisation needs to have addressed in the report.

Under Data Protection law, the patient must give their consent for the referral and they are entitled to ask BAPAM to provide them with a copy of the referral form (*Subject Access to Medical Records Policy*), so it is recommended that the organisation seek consent for the referral, discuss the purpose of the referral with the patient and offer them a copy.

BAPAM operates a secure encrypted email system and will provide access to the organisation so that referrals can be sent safely via email.

On receipt of the referral, BAPAM will record patient details on a secure CRM, including the referral document, and the patient will receive notification that they have been registered as a BAPAM patient and given details of the BAPAM policies regarding their records, privacy and their contract with BAPAM. The policies which deal with these processes are: *Confidentiality Policy, Data Protection, Healthcare Records, Patient Contract, Subject Access to Medical Records*.

The administration will contact the patient directly and agree a date for an assessment with a clinical practitioner approved by BAPAM within the relevant clinical specialty.

4. Clinical Assessment

The assessment appointment will take between 30 minutes and one hour and will address aspects of the patient's health, or issues impacting their ability to perform which might be a result of an underlying health problem.

The clinician will explain what the assessment will involve and ask for patient consent, including consent for any necessary physical examination.

The clinician will suggest next steps for management of the patient's condition, which might include:

- Actions or exercises to be undertaken by the patient
- An onward referral for further investigation or treatment

They will dictate a report for the referring organisation and provide the patient with a letter for any onward referral, if indicated.

5. Report to Organisation

The report to the organisation will address the reason for the referral as outlined in the referral form and any recommendations for further management.

The patient will have the right to see the report, and suggest amendments before it is sent to the organisation. The clinician will review any requested amendments and decide whether they can be included. The patient must consent to the report being sent to the organisation. If they withdraw their consent, BAPAM will not be able to send the report.

The report will be sent via secure email.

The organisation can develop their own report format which BAPAM clinicians can use, or use the BAPAM formatted report.

Incoming Referral Form



Patient Name	
Email Address	
Telephone Number	
Address	
Date of Birth	
Branch of Performing Arts	
If Musicians: Instruments played	
Type of music	
Reason for Referral	
Name of Referrer	
Organisation	
Email	
Telephone	
Patient Consent	
I give my consent for these details to be sent to the British Association for Performing Arts Medicine for the purpose of a clinical assessment.	
Patient Signature	
Date	

Referral Report



Referring Organisation	
Patient Name	
Email Address	
Date of Birth	
Date of Consultation	
Reason for Consultation	
Name of Clinician	
Clinician Report	

Clinician Recommendation	
Clinician Signature	
Patient Review (patient wishes to review report before it is sent to the referring organization)	YES/NO
Patient Consent I give my permission for this report to be sent to the referring organization	YES/NO
Patient Signature	
Date	