



## **Referral Guidelines**

### **Requesting a Referral**

Once Friendswood Family Medicine (FFM) has determined that you need to see a specialist you can expect the referral to be complete within 24-72 hours, the exact timeframe depends on the requirements of your health insurance provider.

### **Requesting a Change to a Completed Referral**

Requesting a change to an already completed referral results in extra work for our staff. For this reason, any changes FFM is asked to make to an existing referral may result in a \$25 fee to complete the change.

#### **Possible scenarios this would apply:**

- Changes to the Doctor you are being referred to after it is already complete
- New referral requests due to initial consultation referral being expired

(Example-Not going to initial appointment)

### **Selecting a Provider**

We understand that selecting an appropriate specialist to see can be confusing & time consuming. FFM has selected preferred specialists within your health insurance network that have established a good relationship with your PCP office. These specialists have agreed to do their part in coordinating the best possible care for our patients. If you choose to select your own specialist please do your research to ensure you remain in-network for your specific health insurance plan.

#### **In-Network vs Out-of-Network**

In-Network providers have a contract to provide care for a health insurance plan. An Out-Of-Network provider does not have a contract therefore the health insurance plan may not cover the cost of the visit & the patient may be subject to additional fees & out-of-pocket costs.

#### **Preferred vs Non-Preferred**

FFM works hard to establish good relationships with specialists in all specialties. Our preferred providers have shown a good history of communicating with FFM & returning consult reports or office visit notes when requested.

### **Completing the Referral**

In order to complete your referral, you will need to reach out to the selected specialist to make an appointment. If you misplace the referral form you can re-print this on the patient portal under the documents section. So that we may properly care for your health needs, it is important for us to stay informed of the recommendations made by your specialist. Please inform your specialist to send us a consult report or office visit notes.