



GOVERNMENT OF THE DISTRICT OF COLUMBIA DEPARTMENT ON DISABILITY SERVICES

REFERRAL PROTOCOL: Consulting for People with Complex Medical Needs and Transitioning from Hospitals and/or Long-Term Acute Care Facilities

This protocol sets forth the procedures to be utilized by DDS Service Coordination, DDS Health and Wellness staff, the person's provider or the person's advocate for purposes of referring people supported by DDA: (1) with complex medical needs to the DDS physician consultant; and (2) transitioning from hospitals and/or long-term acute care facilities to other settings to the DDS transition specialist. These protocols are effective on August 12, 2019.

1. Referral of People with Complex Medical Needs to DDS Physician Consultant

The DDS physician consultant will accept referrals of people with complex health care needs who would benefit from additional assistance to ensure appropriate health care coordination. Referrals may come from a DDS service coordinator, DDS Health and Wellness staff, the person's provider or the person's advocate.

A. Criteria for Referrals

For referral, people with complex medical needs shall meet one or more of the following criteria:

1. People with one or more of the following indicators are appropriate for a referral. A person admitted from any emergency department directly to intensive care services, or requiring emergency surgery.
2. A person experiencing a change in status as an in-patient and requiring transfer to a higher intensity of service (*i.e.* to the Critical Care Unit or Intensive Care Unit ("CCU/ICU")).
3. A person who has an in-patient hospital stay with a length over two weeks.
4. A person who has just received a diagnosis of cancer.
5. A person who is experiencing a decline in function which impacts critical organ system, *e.g.*, cardio-vascular, etc.
6. A person with decline in function for which no cause has been determined following appropriate advanced testing.
7. A person who has lost more than 5% of his or her weight (weight loss must be unintentional).
8. A person admitted to hospice or being considered for hospice admission.
9. A person for whom conflicting recommendations have been made by two or more specialists. (Prior to referral, please ensure that the primary care provider ("PCP") has been made aware and that there are continued concerns or delays in decision-making, or delays in interventions).
10. A person whose medical needs, in the sole discretion of the DDA Deputy Director,





require facilitation by the DDS physician consultant.

B. Protocol for Referrals from DDS Staff

DDS staff must adhere to the following protocol when making referrals and communicating with the DDS physician consultant:

1. Submit referral note in the MCIS titled “Request for physician referral.”
2. For consistency, use the following format to identify the problem for which the referral is being made:
 - a. Describe the situation for which a referral is being made. Briefly state the problem; when it happened or started; and, how severe you assess the problem to be.
 - b. Provide pertinent background information:
 - i. If you know the medical diagnosis or diagnoses;
 - ii. Primary care physician/provider and contact information;
 - iii. Attending physician, hospital and contact number;
 - iv. Any medications or medication changes that may be pertinent to the referral; and
 - v. Diagnostic tests, procedures or surgeries pertinent to the referral.
 - c. What action(s) do you want the DDS physician consultant to take?
3. Once you have made the entry in MCIS, send the DDA Deputy Director and the DDA Health and Wellness Supervisors an email at winslow.woodland@dc.gov, chioma.nwachukwu@dc.gov, and titilayo.ilorl@dc.gov using the subject line of “medical referral.” Do not use the person’s name, initial or other identifying information in the subject line of the email. Enter the following in the message: *“Please see my note in MCIS for (person’s name) on (date you placed the note).”* Do not provide any other details in the email.

If you need additional support in preparing your referral, please contact your supervisor or the DDS Health and Wellness staff person assigned to the person. If you have concerns about a person you support who does not meet the criteria for referral listed above, please contact the DDS Health and Wellness staff person assigned to the provider.

C. Protocol for Referrals from Providers and Advocates

Providers and advocates must adhere to the following protocol when making referrals and communicating with the DDS physician consultant:

1. For consistency, from 8:15am to 4:45pm, Monday through Friday, send an email to Winslow Woodland, Deputy Director for DDA at winslow.woodland@dc.gov, or his designee, identifying the problem for which the referral is being made:
 - a. Describe the situation for which a referral is being made. Briefly state the





- problem; when it happened or started; and, how severe you assess the problem to be.
- b. Provide pertinent background information:
 - i. If you know the medical diagnosis or diagnoses;
 - ii. Primary care physician/provider and contact information;
 - iii. Attending physician, hospital and contact number;
 - iv. Any medications or medication changes that may be pertinent to the referral; and
 - v. Diagnostic tests, procedures or surgeries pertinent to the referral.
 - c. What action(s) do you want the DDS physician consultant to take?
2. For other times (i.e. non-business hours), please contact the DDS Duty Officer on (202) 498-9077 and provide the information set forth in the paragraph immediately above.

If you have concerns about someone you support who does not meet the criteria for referral listed above, please work with the person's service coordinator and the DDS Health and Wellness Unit.

2. Referral Of People Transitioning From Hospitals And/Or Long-Term Acute Care Facilities To Other Settings To DDS Transition Specialist

The DDS transition specialist will accept referrals of people hospitalized or in long-term acute care facilities who would benefit from additional assistance to ensure appropriate health care coordination and discharge planning. Referrals may come from a DDS service coordinator, DDS Health and Wellness staff, the person's provider or the person's advocate. In order to make a referral, please adhere to the following protocol:

- A. From 8:15am to 4:45pm, Monday through Friday, send an email to and make telephone contact with Isoke Baptiste, Nurse Practitioner, at isoke.baptiste2@dc.gov, and (202) 507-1982, and Winslow Woodland, Deputy Director for DDA at winslow.woodland@dc.gov, and (202) 498-9529, identifying the transition for which the referral is being made. For consistency, the email should use the subject line of "transition referral." Do not use the person's name, initial or other identifying information in the subject line of the email, but please include in the text of the email that identifying information along with the hospital or long-term acute care facility from which the person is transitioning.
- B. For other times (i.e. non-business hours), please contact the DDS Duty Officer on (202) 498-9077 and provide the information set forth in the paragraph immediately above.