

## BHC Visits: WHO, WHAT, WHEN, HOW Tips for PCPs and RNs

<i>WHO?</i>
Any patient, any age!
<i>WHAT?</i>
<p><b>There are no wrong referrals!</b></p> <ul style="list-style-type: none"> <li>• Behavioral and emotional problems (depression/anxiety, substance abuse)</li> <li>• Chronic disease self-management (diabetes, hypertension, hyperlipidemia)</li> <li>• Life problems (relationship problems, job stress, school problems)</li> <li>• Preventive care (routine well child visits, healthy lifestyle changes)</li> <li>• Stress influenced somatic problems (chronic pain, insomnia, chronic fatigue)</li> <li>• Any health issue with a significant behavioral component...</li> </ul>
<i>WHEN?</i>
<p>Same-day appointment (preferred)</p> <ul style="list-style-type: none"> <li>• Make a “warm handoff” of patient to the BHC (i.e., same day before or after medical visit) <ul style="list-style-type: none"> <li>Notify BHC (call, page, instant message, text, knock on door – interruptions welcome)</li> </ul> </li> </ul> <p>Future appointment --</p> <ul style="list-style-type: none"> <li>• Give patient BHC brochure; ask patient to call early for appointment on day they want to see the BHC, <i>OR</i></li> <li>• Schedule patient with the BHC before they leave the clinic</li> </ul>
<i>HOW?</i>
<ul style="list-style-type: none"> <li>• Say, “It will help me to help you.”</li> <li>• Refer to the BHC as a “teammate” or “colleague”.</li> <li>• Explain, “BHC is a team member”, “has good ideas, very practical”.</li> <li>• Find a problem the patient is concerned about and/or wants to talk about.</li> </ul>

**Fig. 7.4** BHC Visits: WHO, WHAT, WHEN, HOW