



REFLEXOLOGY ASSOCIATION OF AUSTRALIA CERTIFICATE OF CLINICAL REFLEXOLOGY

CODE

RA16 COM4B

UNIT TITLE

CLIENT REFERRALS

DESCRIPTOR

This unit describes the skills required to arrange and write referrals to other health care professionals

Element	Performance Criteria
1. Formulate a referral plan for clients requiring further treatment	<ul style="list-style-type: none">• Maintain relevant information about health service that support own practice.• The <i>need for referral to other health care professionals/services</i> is determined• The need for referral is communicated to the client.• The economics of complementary health care are considered and accurate information provided to the client
2. Interact with other health care professionals	<ul style="list-style-type: none">• A range of complementary health care professionals and services are identified• Complementary health care professionals and support services are consulted to determine the most appropriate source for referral• Other health care professionals are related to effectively and knowledgeably
3. Arrange a referral to an appropriate source for clients with specific needs	<ul style="list-style-type: none">• Contact health care professional and/or service to whom clients are to be referred• Obtain client consent for referral and the transfer of copies of required client records• Write referral report briefing appropriate health professional/service on own assessment and reason for referral• Queries regarding the referral are answered• Assistance is provided to other health care professionals / services as required

Range of Variables

Need for referral may include:

- Client with a counselling need beyond the practitioner's own level of skill
- Client in need of ongoing support or counselling
- Client with a personality disorder
- Disclosure, by a minor, of abuse
- Suicidal or homicidal client

Other health care professionals/services may include:

- Professional counsellors or psychologists
- Social or health workers
- Mental health units or hospitals
- Doctors or psychiatrists or law officers
- Allied health services

Evidence Guide

Critical aspects of evidence

- Treats other professionals with respect
- Communicates effectively
- Demonstrated appreciation of the relative merits of the treatment options available in regard to cost, benefit and efficiency of such procedures
- Knowledge of the profession's special characteristics, historical mileposts, aspirations and strengths
- Knowledge of the health care professionals/services locally, nationally, and internationally and of their relationship to other professions and organisations
- Consults colleagues for special expertise
- Demonstrated ability and willingness to write third party and medico legal reports, certificates and correspondence with at least 3 referral reports
- Demonstrated ability to formulate referral plans and arrange referrals

Underpinning knowledge and skills

- Knowledge of the role of other health professionals and support services
- Knowledge of the paradigms within which other professionals function
- Knowledge of statutory and private recommendations on reimbursement/payment of medical fees
- Knowledge of and ability to apply referral procedures
- Knowledge of what constitutes a medical emergency or referral

Resource Implications

Resource requirements may include:

- Relevant paper based/video assessment instruments
- Contact directories
- Appropriate assessment environment
- Skilled assessors

Method of assessment

Assessment may include:

- Simulations
- Oral questioning and discussion
- Case studies and scenarios

Context of Assessment: This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of work conditions. Assessment may contain both theoretical and practical components and cover a range of examples to sufficiently include a range of clinical situations.