

**LEON COUNTY E.M.S.**  
Standard Operating Guideline

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Title: Social Services Referral  
Effective: June 1, 2005  
Reviewed: May 2010, December 2012  
Revision: 2  
Pages: 2

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I. PURPOSE:

To refer patients to needed and appropriate services within the community.

II. GUIDELINE:

LCEMS shall attempt to assist patients in finding appropriate services in the community that meet the needs of that patient. The paramedic will attempt to assist the patient to find appropriate resources to utilize and reduce the utilization of inappropriate resources while more closely meeting the patient's needs.

III. PROCEDURE:

When a patient is identified with needs that are beyond the scope of LCEMS personnel, the paramedic will:

1. Offer the patient a 211 Big Bend Card so that the patient can help themselves by calling for needed services.
2. Fill out the Social Service Referral Form and turn it in to the on-duty supervisor. Provide as much information as possible.
3. The on-duty supervisor will provide these forms to the Deputy Chief of Operations.
4. The Deputy Chief of Operations will call the appropriate community resource and request assistance. In cases where immediate assistance is identified the on-duty supervisor will call the appropriate community resource.

When a need is identified and the patient is transported, the crew will notify the receiving hospital of the need also.

## Leon County EMS Social Services Referral

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Name of Person Being Referred: \_\_\_\_\_

Street Address \_\_\_\_\_

City

State

Postal Code

Contact Number: \_\_\_\_\_

Referred By: \_\_\_\_\_

ID# \_\_\_\_\_

**Emergency (Notify on duty supervisor)**  
 **Referral Card Given**  
 **Referral Form Attached**

**Urgent (Leave for the on duty supervisor)**  
 **Referral Authorization Form Signed**

### Please Check Applicable Categories

**Abuse/Neglect**

- Child Abuse/Neglect
- Elder Abuse/Neglect

**Food/Meals**

- Feeding Sites
- Food
- Food Stamps

**Individual/Family Support**

- Adoption
- Adult Day Care
- Animals/Animal Control
- Child Care
- Disability Services
- Hospice Care
- Respite Care

**Mental Health**

- Anger Management
- Baker Act Info
- Death and Grief Issues
- Depression
- Hypochondria
- Loneliness
- Mental Health Support Group
- Stress Management

**Disaster Services**

- Disaster Info/ Preparation
- Flooding Relief

Hurricane Relief

**Housing**

- Emergency Shelter
- Foreclosure
- Home Repairs
- Rent/Housing

**Legal/Criminal Justice**

- Child Custody/Support
- Court Services
- Discrimination/Harassment
- Landlord/Tenant
- Legal Assistance
- Offenders/Ex-Offenders Services
- Victim Services

**Personal/Household Needs**

- Clothing
- Furniture/Appliances
- Holiday Assistance

**Transportation/Utilities**

- Utilities Assistance
- Utilities Deposit

**Employment**

- Job Opportunity/Search
- Job Training
- Unemployment Assistance

**Income Support/Assistance**

- Public Assistance/TANF
- Tax Assistance
- WIC

**Medical/Dental Assistance**

- Clinic Information
- Dental Care
- Health Support Groups
- Medical Financial Assistance
- Medicare/Medicaid

**Substance Abuse**

- Substance Abuse/Addiction
- Substance Abuse Support Group

**Suicide**

- Suicide Information
- 1<sup>st</sup> Party Suicide
- 2<sup>nd</sup> Party Suicide

**Other Information**

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