

# FAQs for Referring New Patients for Outpatient Services

- ***What are my options for referring a patient to Shodair Children's Hospital outpatient clinic?***

There are two ways you can refer:

**Fax:** Fill out the Appointment Request Form ([NPRF](#)) and fax the NARF any additional chart notes or relevant documentation to 406-884-2089 or 406-444-1039.

**Phone:** You may also refer by phone at 406-444-7521.

- ***What is the New Appointment Request Form (NPRF)?***

The purpose of this form is to streamline the process of scheduling patients into Shodair Children's Hospital clinics and gathering information necessary to schedule the appointment.

Our goal is to maximize the efficiency of scheduling new patient appointments and to coordinate care with primary care and other referring physicians.

We try to do this by gathering the clinical information needed to schedule an appointment promptly and appropriately as early in the referral process as possible.

The NARF also makes it easier for the Shodair Hospital scheduler and the family to communicate during the appointment-making process.

- ***Is the NPRF for all Shodair outpatient clinics?***

Yes. This form is appropriate to use for all Shodair outpatient clinics.

- ***Do I have to use the NPRF?***

You may use your own office referral form as long as it contains the same information as the NPRF. However, we believe that appointments will be

scheduled more quickly and with less hassle for your office, your patients and for Shodair if this form is used.

- ***Do I need to use the NPRF to request a return appointment?***

No. This form's intent is to streamline the new patient intake. Please continue to call the local clinic directly for return appointments. Phone numbers for each clinic can be found on our website.

- ***Should I send other clinical information, such as any relevant clinic notes?***

Yes, fax that along with the NPRF. We use that information to help ensure appropriate scheduling, and the schedulers make it available for the patient's visit. It also helps in coordinating care between you and Shodair Hospital outpatient.

- ***What can patients and families expect?***

Once we receive the completed referral, the family should receive a call from our scheduler within 2 business days.