St Marks

Referral Flowchart: August 2021

WHO AND WHAT (TASKS)	WHEN

Ops Support
- Acknowledge referral received
- Enter tangata whai ora into RecordBase (database)
- Referral and comprehensive assessment to Team Leader

WITHIN 2 WORKING DAYS

Team Leader
- Make decision on suitability and accept (goes on waitlist), or speak to CEO if potential decline
- Allocate 1 on 1, inform Ops Support & 1 on 1

WITHIN 3-5 WORKING DAYS (OF RECEIVING REFERRAL)

Ops Support
- Email pre admission docs
- Send text reminder to tangata whai ora, if permission given
- Prepare admission folder
- Confirm detox with referrer

WITHIN ONE MONTH (OF RECEIVING REFERRAL)

Ops Support
- If pre admission docs not received, contact referrer, 7 days notice of decline given if docs not received as we have to allocate to another on waitlist

Counsellor
- Read RecordBase for information, Comp etc.
- 1ST contact with referrer (length of stay etc.)
- Liaise with Ops Support re length of Stay

4 WEEKS BEFORE ADMISSION DATE

From Referrer
- Travel information
- Jobseeker Benefit in place (Prison may be exception – contact needs to be made with WINZ)
- Meds prescription faxed through to Life Pharmacy
- UDS if not admitted to detox prior to St Marks
- **Please note, admission may be delayed without completion of above**

2 WEEKS BEFORE ADMISSION