

St Marks Referral Process

Overview of key steps from referral to admission.



Please note

Admission may be delayed without completion of requirements at each stage.



1 Ops Support

- Acknowledge referral received
- Enter tangata whai ora into RecordBase (database)
- Referral and comprehensive assessment to Operations Manager



2 Operations Manager

- Make decision on suitability and accept or decline
- Notify Referrer on decision



3 Ops Support

- Email pre admission docs
- Provide Pre admission interview time with referrer
- Prepare admission folder
- Confirm detox with referrer



4 Ops Support

- If pre admission docs not received, contact referrer, 5 - 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.



5 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



WITHIN 2 WORKING DAYS



WITHIN 5-7 WORKING DAYS
(OF RECEIVING REFERRAL)



WITHIN ONE MONTH
(OF RECEIVING REFERRAL)



4 WEEKS BEFORE ADMISSION DATE



2 WEEKS BEFORE ADMISSION



Ongoing Communication

Contact between the St Marks staff, tangata whai ora and referrers is of the utmost importance to achieve the best possible outcome for people.

Our Operations Team will liaise with both the referrer and the prospective resident throughout the process, including detox arrangements, travel plans and aftercare/discharge planning.