

The Referral Barriers Questionnaire: A Tool for Increasing the Rate of Referrals to the Behavioral Health Consultant

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Note: This assessment exercise is often useful as the integrated care program is growing and the rate of referrals is still under what it should be. This questionnaire allows medical providers to rate the importance and impact of various barriers to referring patients in the process of daily medical practice. It can be used to detect easy to correct barriers and also serve to guide discussions about referral rates between the behavioral health consultant and the medical staff.

Referral Barriers Questionnaire

When you have considered referring to BHC or a BHC class, which factors have deterred you from referring? Check the column that best describes your experience.

Not a Barrier	Occasionally a Barrier	Often a Barrier	
already seeing a therapist. make the referral.			Patient is No time to fetch the BHC and Forgot by the end of the visit.
	Patient refused the referral. seen BHC before for same problem, isn't likely to benefit from another referral.		Patient has Worry about alienating patient by recommending a behavioral health referral.
	BHC is unavailable or seems busy. BHC doesn't speak patient's primary language. responding well to medications alone; no need for referral.		Not sure how to make the referral. Patient is
Don't want to overwhelm the BHC. cost of BHC visit of problem.			Not sure what to say about Unlikely BHC could help with this type

What was/were the problem(s)?

Other Barrier (Please explain):

Overall, how helpful is the BHC service **for your patients?** (Circle the number.)

0	1	2	3	4	5	6	7	8	9	10
no apparent benefit					extremely helpful, excellent patient feedback					

Overall, how helpful is the BHC service **to you (i.e., helps you better serve patients, etc)?**
(Circle the number.)

0	1	2	3	4	5	6	7	8	9	10
not helpful					extremely helpful					

What change(s) could result in a higher rating from you?