



Frequently Asked Questions on
REFERRAL SYSTEMS

QUESTION 1: WHAT IS A REFERRAL?

ANSWER: A Referral is when a patient is transferred from a certain level of service to the next high level because of the unavailability of certain level of services in that particular facility. For example when a patient is transferred from a Clinic to a Primary Hospital or from a Clinic without maternity to a Clinic with Maternity.

QUESTION 2: WHO CAN BE REFERRED?

ANSWER: Any client who needs a service that is not available in that particular facility..

QUESTION 3: DOES THE PATIENT REFERRED ALWAYS HAVE TO USE AN AMBULANCE?

ANSWER: It is not every patient referred who needs the services of an ambulance. Those who need an ambulance are as follows:..

- Patients who need immediate attention.
- Emergency care patients who need to be assisted on the way to the hospital.
- Less privileged individuals, for example those in remote areas where there is no transport e.g destitute.

QUESTION 4: ARE RELATIVES ALLOWED TO ACCOMPANY THEIR PATIENTS ON AN AMBULANCE DURING REFERRAL?

ANSWER: It depends on the condition of the patient and his/her age. For Example, under five children are always accompanied by a close relative (Mother or Guardian). A relative of a critical patient can be allowed to accompany him/her patient during referral.

QUESTION 5: IS A NURSE OR HEALTH WORKER ESCORTING THE PATIENT DURING REFERRAL ALLOWED TO GET ON A PASSENGER SEAT?

ANSWER: NO, A Nurse or a Health worker is not allowed to get on a passenger seat, they should always be seated with the patient.

QUESTION 6: DO PATIENTS PAY TRANSPORTATION FEES?

ANSWER: NO, patients are not allowed to pay any transportation fee during referrals.

QUESTION 7: IF A PATIENT HAS PAID CONSULTATION FEE AT THE CLINIC AND REFERRED TO HOSPITAL, ARE THEY STILL GOING TO PAY FOR CONSULTATION?

ANSWER: No, the patient pays consultation fee only once regardless of where he/she ends up being referred to.

QUESTION 8: ARE HEALTH WORKERS OR A NURSE ESCORTING A PATIENT DURING A REFERRAL ALLOWED TO FORCE A DRIVER TO DRIVE AT A FAST SPEED WHEN THE CONDITION OF THE PATIENT IS DETERIORATING?

ANSWER: No, a nurse escorting a patient should not force a driver to drive at a fast speed during a referral but he/she can give advice to the driver depending on the condition of the patient.

QUESTION 9: ON A SITUATION WHERE A PATIENT IS CRITICALLY ILL OR THE CONDITION IS DETERIORATING, WILL THE DRIVER BE PROTECTED BY THE LAW IF DRIVING AT A FAST SPEED?

ANSWER: No, Driving at a fast speed amounts to breaking the law regardless of the condition of the patient therefore driver are always advised to abide by the speculated speed limit.

Frequently Asked Questions on

VITAMIN-A

campaign

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