**HELP ME GROW CONTRA COSTA**

**Promoting Family” Readiness”**

**Tip Sheet for Providers**

**General Guidelines**

1. Take time to listen and communicate ASQ results with family.
2. Clearly explain reason for concerns/needs of child and family.
3. Clearly describe and offer options for follow-up steps so that family is aware of why they are being referred and what to expect.
4. Obtain consent from family for any referrals beforehand.

**What to expect as a provider**

1. You will always get a confirmation that a referral was received. You can also get general information regarding the outcomes of the referral ***only*** when information is available and family has confirmed consent.
2. After the confirmation of referral, if you do not hear back again from the HMG call center, it is because we can no longer do so.

If a family gives consent to referral to HMG, they are also giving consent for us to loop back to you. However, upon contact with HMG, family may change their mind and choose not to consent to us sharing information back with you. Under HIPPA our call center is mandated to respect families’ right to confidentiality.