

HIV Community Services Program

CAREWare Referrals: Requested Service Category Type Definitions

Referrals to Core Medical Services plus Housing, Employment and Tobacco Cessation referrals must be documented in the CAREWare Referral Tab. Referrals required to be documented include:

- Outpatient/Ambulatory Medical Care
- CAREAssist
- Oral Health Care
- Mental Health Services
- Medical Nutritional Therapy
- Substance Abuse Services Outpatient
- Housing
- Employment
- Tobacco Cessation

The screenshot displays the 'Valley, Lillium Of the' software interface. The top navigation bar includes buttons for 'Appointments', 'Orders', 'Forms', 'Change Log', 'Client Report', 'Merge Client', 'Delete Client', 'Find List', 'New Search', and 'Close'. Below this, a secondary navigation bar contains 'Demographics', 'Service', 'Annual Review', 'Encounters', 'Referrals', 'Contacts/ROI', 'Custom Tab 2', 'Custom Tab 3', 'Subform', and 'Performance Measures'. The main window is titled 'Add/Edit Referral Information' and contains the following fields:

- Referral Date:** A dropdown menu.
- Type:** A dropdown menu.
- Refer-To Provider:** A dropdown menu with an 'Add' button next to it.
- Requested Service Category Type:** A dropdown menu.
- Referral Class:** A dropdown menu with an '...' button next to it.
- Referral Status:** A dropdown menu with 'Pending' selected.
- Referral Complete Date:** A dropdown menu.
- Referral Comments:** A text input field.

At the bottom right of the form, there is a checkbox labeled 'Silent Referral', and two buttons labeled 'Save' and 'Cancel'.

Requested Service Category	Definition/Examples/Exceptions
AIDS Insurance	CAREAssist or another Part B funded ADAP program.
AIDS Pharmaceutical Assistance	DO NOT USE – report under AIDS Insurance
Buddy/companion services	Such as a peer navigator program.
Case Management (face to face (FTF))	DO NOT USE – report under Case management (non-medical)
Case Management (non FTF)	DO NOT USE – report under Case management (non-medical)
Case Management (non-medical)	Other case management services not provided by your agency .
Child care services	For purposes related to coverage needed while person is working, accessing medical care etc.
Child welfare services	Such as the Department of Human Services (DHS).
Client advocacy	For support in navigating court or legal system.
Early intervention services (EIS)	Services related to HIV testing and counseling and support for the newly diagnosed.
Emergency financial assistance	Provision of short term payments or vouchers, not provided by your agency , to assist with emergency expenses, for example a referral to DHS for food stamps.
Food bank/home delivered meals	The provision of actual food or meals. It does not include finances to purchase food or meals (such as food stamps).
Health education/risk reduction	Services that educate clients with HIV about HIV transmission and how to reduce the risk of HIV transmission.
Home Health Care	Provision of services in the home by a <i>licensed health care professional such as a registered nurse</i> , to deliver care such as IV treatment & diagnostic testing. Includes services funded by State Managed Services (SMS).
Home health: Professional	DO NOT USE – report as home health care
Home health: Para-professional	DO NOT USE – report as home health care
Home health: specialized care	DO NOT USE – report as home health care
Home and Community based	Provision of services in the home that are <i>NOT provided by a licensed professional</i> , such as delivery/maintenance of medical

Health Services	equipment and personal care services.
Housing services	Referral to housing services, not provided by your agency , including all referrals to Oregon Housing Opportunities in Partnership (OHOP).
Hospice services	Support provided to clients in terminal stages of illness.
Legal services	Includes legal services for all reasons.
Linguistics services	Provision of interpretation and translation services, not paid for by your agency .
Mental health services	Psychological and psychiatric treatment and counseling services offered to individuals with a diagnosed mental illness, conducted in a group or individual setting, and provided by a licensed mental health professional. Includes services funded by State Managed Services (SMS).
Medical nutrition therapy	Provided by a licensed dietician outside of a primary care visit, includes provision of nutritional supplements. Includes services funded by State Managed Services (SMS).
Medical Case management services	Includes a range of client-centered services that link clients with health care, psychosocial and other services, not provided by your agency .
Medical transportation	Transportation to medical care, not provided by your agency .
Non CARE act services	DO NOT USE
Oral health care	Includes diagnostic, preventive, and therapeutic services provided by general dental practitioners, including referrals to Clock tower and Russell Street clinics. Also includes services funded by State Managed Services (SMS).
Other counseling (not MH)	For all services related to employment , vocation support, or benefits counseling.
Other support services	All other non-categorized support services, including tobacco cessation .
Outpatient/Ambulatory medical care (health services)	Provision of medical services where clients are generally not admitted overnight.
Pediatric developmental assessment and early	For referral for a client (infant or toddler) who needs pediatric

intervention services	development assessment. Do not use for the child of a client.
Permanency planning	Provision of services to help clients or families make decisions about placement and care of minor children after the parents/caregivers are deceased or are no longer able to care for them.
Psychosocial support services	Includes HIV support groups, pastoral care, caregiver support, and bereavement counseling.
Referral: health care	DO NOT USE
Referral: clinical research	For referral to a clinical research trial.
Rehabilitation services	Services provided by a licensed professional, including physical and occupational therapy, speech pathology and low-vision training.
Respite care	Assistance designed to provide relief for the primary caregiver of a PLWH.
Service Outreach services	Use for a referral to Disease Intervention or Partner Services.
Substance abuse services outpatient	Services delivered in an out-patient setting. Includes services funded by State Managed Services (SMS).
Substance abuse services–residential	Services delivered in an in-patient setting, includes short-term detox. Includes services funded by State Managed Services (SMS).
Treatment adherence counseling	Provision of counseling or special programs to ensure readiness for, and adherence to, HIV/AIDS treatment. Includes referral to CAREAssist Medication Therapy Management program and the Pharmacist-led adherence program at the Alliance.