



# Pu'ulu Lapa'au

Hawai'i Program for Healthcare Professionals

## Referral and Assessment Process

Healthcare providers referred to Pu'ulu Lapa'au present under a wide variety of circumstances and complexity. While providers are encouraged to make self-referrals, Pu'ulu Lapa'au accepts referrals from any reliable source, including regulatory agencies, employers, colleagues, family, and friends.

When a provider presents voluntarily to Pu'ulu Lapa'au, then no further updates will be made to the referral source unless at the request of the provider with their written consent. However, if participation with Pu'ulu Lapa'au is required by the referral source, for example, as a condition of employment or maintaining licensure, then Pu'ulu Lapa'au will expect providers to consent to communication between Pu'ulu Lapa'au and the referral source, and Pu'ulu Lapa'au will provide regular updates on the provider's progress.

Referring organizations and providers can expect the following process upon their referral to Pu'ulu Lapa'au:

1. The referring organization should contact Pu'ulu Lapa'au to explain the context of the referral.
2. The provider is expected to make contact with Pu'ulu Lapa'au to schedule a screening appointment. They must complete the required intake form, consents, and any other required documents prior to the appointment. No intake fee is required if the provider is referred from a partner organization.
3. The Medical Director will meet with the provider for a screening appointment to determine if a full assessment is indicated. If so, then the provider will be given a list of approved third-party evaluators.
4. Following the screening appointment, the Medical Director will advise the referring organization of the next steps.
5. The provider is responsible for scheduling an appointment with an approved evaluator and is expected to sign consent for the release of information between the evaluator and Pu'ulu Lapa'au. In some cases the evaluation may be able to be conducted remotely, but this will be determined based on the type of assessment(s) required and the availability of the evaluator.
6. The provider is responsible for any fees related to the evaluation, including any lab fees. The evaluator will determine which laboratory tests are indicated and will coordinate the testing with the provider. Depending on how much time has passed between the referral and the evaluation, the type of test may need to be changed to a matrix with a longer window of detection.
7. Following the third-party evaluation, Pu'ulu Lapa'au will receive a report from the evaluator and communicate the recommendations to both the provider and the referring organization.
8. If the provider signs a monitoring agreement with Pu'ulu Lapa'au, the referring organization will receive quarterly updates to confirm the provider's adherence to the requirements of the agreement.

Each situation is unique and there may be circumstances which require the above process to be altered to meet the needs of the provider and/or referring organization. If changes need to be made, Pu'ulu Lapa'au will communicate with the provider and referring organization to coordinate alternative plans.

