

Florida Department of Health-Bay County
Diabetes Services Program

Referral Process

1. The Health Care Provider (HCP) completes the referral form and faxes it to the Diabetes Services Program (DSP) at 850-747-5475. All requested information on the form, which includes requested lab results, should be completed and the form signed by the Physician, ARNP or PA as required.
2. The form is reviewed for completeness by the DSP intake RN or her designee. If incomplete, the intake RN (or designee) calls the HCP office and requests the missing information be sent within 5 business days. If information is not received after 5 days, a second call to that office will be made and the referral form will be placed in a hold file for 30 days. If information is still not received after 30 days, the referral form will be placed in the incomplete forms folder and held for one year.
3. When a completed form is received, the referred client will be contacted within 48 hours to schedule an appointment. DSP will make 3 attempts within 10 days to contact the client. If DSP is unable to contact the client, a letter will be sent to the referring HCP advising them of the inability to contact their patient. If the client was contacted and refused an appointment, a letter will be sent to the HCP advising them of the refusal.
4. Once scheduled for an appointment, DSP will mail the client a welcome letter, the date and time of their appointment, a health questionnaire and a pre-test. The client is asked to complete the questionnaire and pre-test and bring them to the first class.
5. DSP faxes the referring HCP a copy of the referral form with the client's appointment date and time documented at the bottom of the form. If the client cancels or is a no show, the referring HCP will be notified via fax or mail. We highly encourage the client to attend the appointment as scheduled as DSP's classes can fill up quickly. We also encourage them to call immediately if they can't make it so that we may contact someone else on the wait list and offer them the opportunity to attend the class.

Thank you for your referral.

Please do not hesitate to call us at 850-872-4455 ext. 1460 if you have questions or if we can be of assistance.