



New Hanover County Health Department Policies and Procedures



Subject:	Community Resource & Referral Process
Date of Origin:	12/04/07
Policy Number:	GS-ADM-081

PURPOSE AND SCOPE:

The purpose of this policy is to describe the department’s efforts to provide a directory of health and wellness resources in New Hanover County, and to make this available for community access. The scope of this policy applies to all members of the New Hanover County Health Department (NHCHD) workforce.

POLICY:

The NHCHD maintains a directory of health resources in New Hanover County. Staff refers customers to appropriate resources for health and wellness needs.

PROCEDURE:

- A directory of agencies and resources related to services for health, mental health, social, financial, and developmental needs is maintained by the personal health staff.
- The directory is updated at least annually and annual updates will be distributed by the Personal Health Services Manger to employees on the resource distribution list.
- Additional referral resources are phone lines for “First Call for Help”, Vitaline, and state 1-800 numbers for access to health care.
- Inquiries are responded to via phone, email, and in person.
- The NHCHD website will include listings for Medicaid providers.

OTHER INFORMATION: (attached)

REFERENCES: Community Resource & Referral Directory; Distribution List

CHANGE HISTORY:

Version	Date	Comments
A	12/04/07	Original Document