

Statewide support system for programs and services that improve health, prevent injury, and enhance quality of life.



## Making the Referral Conversation Count

### Connecting Patients to Community Programs and Resources

#### Introduce the need

*"Based on what we talked about today, it sounds like you may benefit from some additional support with [managing your blood pressure / staying active / preventing falls / managing your diabetes / accessing community resources]."*

#### Introduce the HUB

*"We partner with the Iowa Community HUB. The HUB helps connect people to local programs and services that can support health and well-being outside of the clinic."*

#### Explain what the HUB does

*"If you're interested, the HUB team can reach out to you and help connect you with programs in the community that support things like [physical activity, chronic disease self-management classes, falls prevention programs, nutrition support, or other helpful resources like finding transportation or accessing fresh produce]. They help find options that fit your needs and interests."*

#### Explain what will happen next

*"If I send a referral, someone from the HUB team will contact you to talk about what programs or resources might be a good fit and help you get connected."*

#### Address patient choice

*"Participating is completely up to you, and you can decide what programs, if any, you would like to try that will help you [manage your blood pressure / stay active / prevent falls / manage your diabetes / access community resources]."*

#### Obtain consent

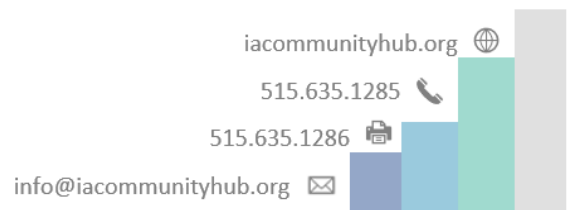
*"Would it be okay if I shared your contact information with the HUB so they can reach out to you and talk about options?"*

#### Confirm contact preference (optional but helpful)

*"What is the best phone number or way for them to contact you?"*

#### Close

*"Great. I'll send that referral today, and someone from the HUB should be in touch with you soon."*



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**Optional Short Version (for busy clinics)**

*"Based on what we discussed today, I think you might benefit from some additional support. We partner with the Iowa Community HUB that connects people to local programs and community resources that can help with things like managing your chronic condition, staying active, accessing fresh produce, and improving overall health.*

*If you'd like, I can send a referral and someone from the HUB will contact you to talk about programs that might be a good fit.*

*Would it be okay if I shared your contact information with the HUB so they can reach out to you?"*

