



## Union Street Counseling Services LLC.

Below please find the protocol that Union Counseling has for patient referrals from PCPs, specialists, and inpatient facilities. Failure to follow the procedures outlined below will result in the delay of the patient's assignment to a provider and their first appointment.

All providers are in private practice at Union Counseling locations, are independently credentialed and see patients based on the parameters of their individual clinical practices.

Please do not hesitate to contact to contact our referral line: **518-289-5072 ext. 403**

### **FOR INPATIENT FACILITIES ONLY/EMERGENT REFERRALS:**

1. Please contact Union Street to begin the transition of care. If you get our voicemail please leave a contact name, facility phone number, and anticipated discharge date.
2. The patient intake packet must be included along with your facility's clinical information for the clinical team to review the case and make an appropriate assignment. **The packet must include an intake summary, clinical information regarding the patients care, and a Release of Information allowing the facility to speak to Union Street Counseling Services for Scheduling Purposes/Coordination of Care.**
3. Once received, all information will be reviewed for assignment. Please note, it may take up to 72 hours for our office to call with an appointment date

### **FOR NON-EMERGENT REFERRALS:**

1. The patient intake packet must be included along with your facility's clinical information for the clinical team to review the case and make an appropriate assignment.
2. **The packet must include a Release of Information signed by the patient allowing the facility/provider's office to speak to Union Street Counseling Services for Scheduling Purposes/Coordination of Care. If this is not included, USCS staff will be unable to speak to your facility's staff.**
3. Once received, all information will be reviewed for assignment. The patient will be contacted within 7-10 business days.

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(518)374-6263**

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Malta, NY 12020  
(518)289-5072**