



Referrals to
Behavioral Health
Services



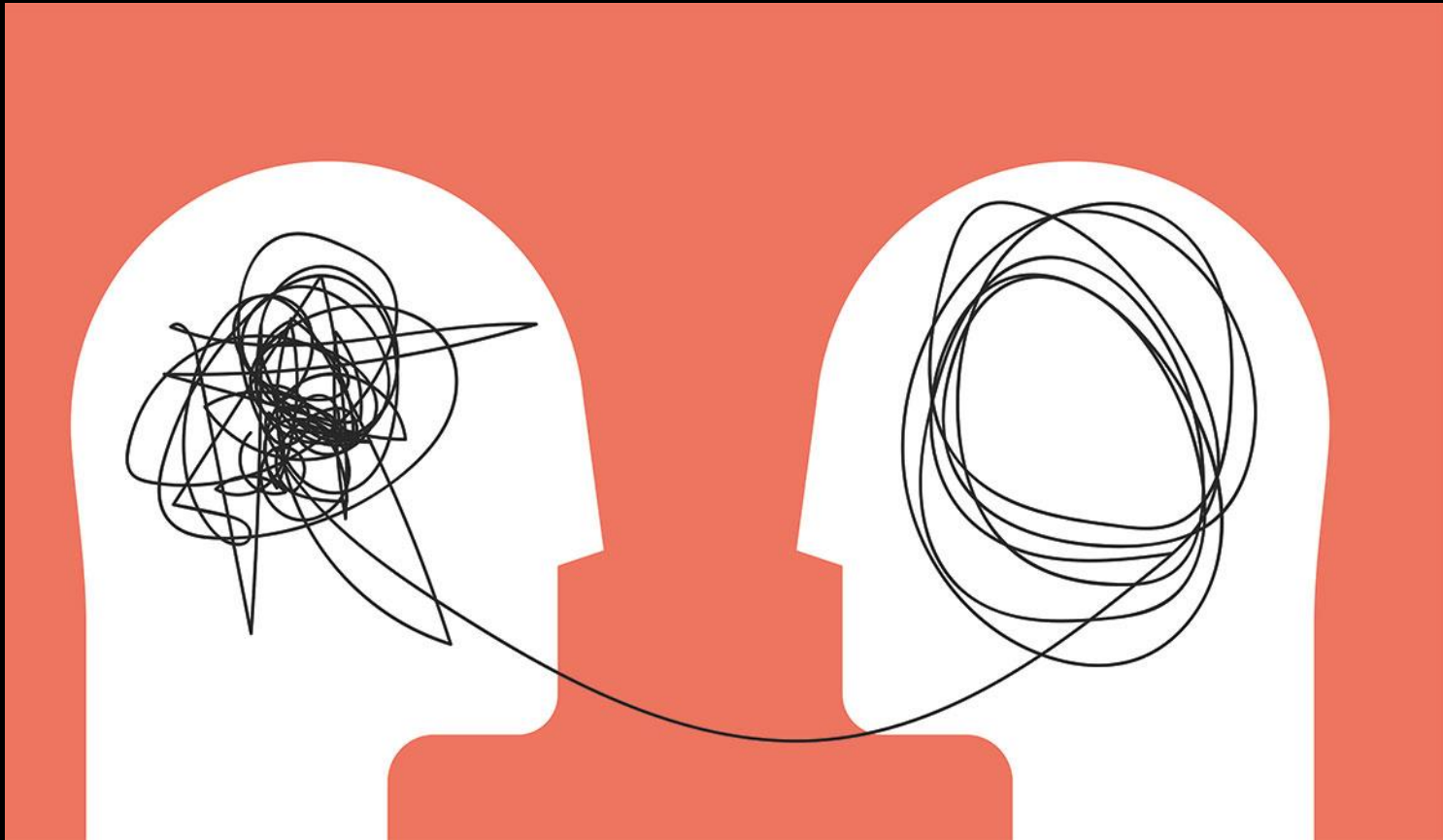
Building Rapport, Supporting Connection

- Provide an empathy statement
 - “You are doing so much to care for your child under some very difficult circumstances.”
- Using reflective listening, state back the stressors that the patient has described
- Practicing humility, recognize that you cannot perfectly know the experience the patient is having
- Express hope for their situation without minimizing the distress they are experiencing



Locate yourself in the process

- Describe who you are and the discipline you represent
- Offer transparency about why you are there and what your goals are, emphasizing your desire for relief and solid care for your patient
- Offer a story that may parallel the story the patient is telling you, describing where you have seen positive, hopeful outcomes



Brief intervention: The role of psychoeducation

- Offer a developmental perspective
- Describe concrete support that psychotherapy can provide
 - Developmental expertise
 - Having someone outside of social system to hold emotional experience
 - Having a professional that can give parenting suggestions for difficult behaviors, improving coping for child
- Offer hope about improved outcomes
 - Ex. Depression is very treatable through a combination of talk therapy and medication



Managing resistance: Normalize & Listen

- Avoid being too invested in the patient accepting the referral right away
 - “This is an option for you that you can choose when you are ready. This may not be what you and your family need right now, but when and if the time comes, you have a way to contact the right professional.”
- Some people have had poor experiences with therapists. Validate this and problem solve with them about how to find the right fit.
- Talk openly about mental health stigma – normalize the concern. If you’re a bh practitioner, discuss how you address stigma with your clients.