

STAR Model for Effective Referrals

SUPPORTIVE

- “I know my role in the face of my client’s/patient’s need.”
- “Supporting my client’s decision is the best way I can do my job helping her.”

THOROUGH

- “I have the correct information about the service she needs.”
- “I am knowledgeable about the care she is seeking.”

ACTIVE

- “I actively help my client/patient locate and schedule the care she needs.”
- “I actively assess her needs for, and help connect her to, supportive services such as childcare or transportation—to help her to utilize the referral she is seeking.”

REFERRAL-QUALITY

- “I follow up, asking about her experience accessing this provider and if there is anything else she needs.”
- “I use her experience to better help the next client or patient seeking a referral.”



