

Your Referrals, Our Priority

– Together, we make specialty care seamless

Thank you for entrusting us with the care of your patients. Complete referrals enable us to schedule patients more quickly, minimize wait times, ease administrative burdens for your team, and ensure the experience your patients—and your practice—deserve.

Required Elements for Referral Processing

To enable timely appointment scheduling, please ensure each referral includes:

- 1. Defined Clinical Question** — Articulate the specific diagnostic, evaluative, or management question for the specialist. This element is foundational to directing appropriate specialist input.
Example: “Assess for suspected rheumatoid arthritis in patient with symmetric joint pain, morning stiffness >1 hour, and positive RF — recommend management plan”.
- 2. Relevant Diagnostic Data** — Include only the relevant labs, imaging studies, pathology reports, or physical exam findings that informed the decision to refer.
- 3. Complete Patient Demographics** — Full name, DOB, contact information, address, and any known access barriers (e.g., language, mobility).
- 4. Insurance & Authorization Details** — Carrier, plan, member/policy ID, group number, and any existing prior authorization or referral approval details.

We truly appreciate the trust you place in our specialists when referring your patients and are committed to facilitating efficient access to specialty care. We look forward to our continued partnership in supporting the best possible care for the patients we serve together.

Note on Referral Acceptance:

While providing these elements enables prompt processing, it does not guarantee an appointment. Our specialists may determine that the condition falls outside our specific expertise, service capabilities, or available subspecialty offerings. In such cases, we will promptly communicate alternatives and recommendations to support continued care for your patient.

Questions? We're Here to Help!

Contact your Outreach Liaison:



Toli Whillhite
Outreach Liaison
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Territory: Bonner, Boundary, Kootenai, Shoshone, Lincoln, Pend Oreille, and Spokane county.



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Territory: Benewah, Latah, Nez Perce, Lewis, Clearwater, Idaho, Whitman, and Asotin county.



KootenaiHealth