

CAMPASPE PCP - SERVICE COORDINATION FLOWCHART

**Initial Contact**  
Establish if services or information is required

**Service Access**  
**Forms:**  
- Consumer Information SCTT form  
- DHS "Your Information it's Private"  
**Actions:**  
- Provide Information  
- Make Appointment

**Screening & Needs Identification**  
**Forms:**  
- Summary & Referral Information SCTT form  
- Supplementary Profiles SCTT form  
**Actions:**  
- Conduct Broad Needs screening  
- Referral as Appropriate

**Referral**  
**Forms:**  
- Summary & Referral Information SCTT form  
- Feedback Form  
- Relevant Profiles  
- Consumer Consent SCTT form  
- Consumer Information SCTT form  
**Actions:**  
- Update forms if required  
- Complete Referral

**Assessment**  
**Forms:**  
Service specific forms as per service  
**Actions:**  
- Service Delivery  
- Monitoring & Management  
- Provide Information

**Feedback**  
**Forms:**  
- Feedback Form  
**Actions:**  
- Contact Referral  
- Service to inform of outcomes  
- Quality Feedback

**Quality Feedback Criteria:**  
timely, relevant to service needs, jargon/acronym free - phone through if urgent

