

	DOCUMENT NAME	DOCUMENT NUMBER
	MINIMUM REQUIREMENTS FOR REFERRAL CHAIN DOCUMENTATION	

VERSION	1	
COMPILED BY		DATE 07/2025
AUTHORIZED BY		
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To comply with **Criterion 2.1.2.2.1 – “Contact details of service providers in the referral chain are available”**, your practice must **visibly maintain an up-to-date referral directory** that includes **contact details of both public and private sector service providers**.

 Minimum Requirements for Referral Chain Documentation:

Your referral chain list must include:

1. **Hospitals (Public and Private)**
2. **Clinics (Public and Private)**
3. **Specialist Rooms** (e.g., cardiologists, gynaecologists, orthopaedic surgeons)
4. **Therapeutic Support Services** (e.g., physiotherapy, occupational therapy, speech therapy, psychology)
5. **Emergency Medical Services (EMS)**
6. **NGOs and NPOs** (e.g., for substance abuse, HIV support, mental health, palliative care)

 Sample Layout: Referral Chain Contact Directory

Service Type	Name of Facility / Provider	Contact Number	Location / Address	Notes
Public Hospital	[e.g., Chris Hani Baragwanath Hospital]	011 xxx xxxx	Soweto, Gauteng	24-hour Emergency
Private Clinic	[e.g., Mediclinic Morningside]	010 xxx xxxx	Sandton, Gauteng	Specialist referral available
EMS (Public)	Gauteng Ambulance Services	10177 / 112	—	24/7 Emergency
Specialist (Cardiology)	Dr. A. Naidoo	011 xxx xxxx	Rosebank, Gauteng	Referral for suspected heart issues
Physiotherapy Services	Motion Health Physiotherapists	011 xxx xxxx	Randburg, Gauteng	Post-operative rehab
NGO (HIV Support)	TAC Clinic Support	0800 xxx xxx	Johannesburg CBD	Counselling, ARV support

 How to Display It:

- Place the referral chain contact list:
 - **At reception**
 - **In staff areas for reference**

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- **Electronically in patient files or practice software**
- The list should be:
 - **Clearly labelled**
 - **Regularly updated (e.g., every 6–12 months)**
 - **Accessible to all clinical staff**

 Pro Tip:

You may also display a **notice informing users that referral options are available** and that they may request contact information for support services.