

REFERRING PROVIDER GUIDANCE

We thank you for allowing us to participate in the care of your valued patients. The procedure and information below is meant to assist you in the referral process. Please note that we are currently experiencing a national influx in ENT and upper respiratory disease referrals. It is not uncommon for a patient to wait up to three months to be scheduled for a NEW PATIENT appointment. We do have 'urgent' appointments set aside for clinically urgent patients. Please understand that we do not utilize these appointments for any referrals that are not truly 'urgent' or 'emergent' in nature. Your patience and understanding is much appreciated.

~The Team at Univoto

How to refer your patients

- Fax a clinical referral, including any pertinent clinical information and testing to **401-326-2019**
- Ensure any required **insurance referrals** are also acquired and sent with clinical referral, as lack of this documentation will slow the referral process. ***Please note as of 5/11/2023, all Referral Waivers relating to COVID are no longer in place, and we should resume normal insurance referral activity.**
- If your referral is clinically **URGENT** or **EMERGENT**, please note that on the referral.
 - If you need to follow up with our office regarding an urgent referral, please contact our Triage department at **401-626-3725**.
 - If you have a patient that needs to be seen prior to the 2-3 business day timeframe (as seen below), please fax the clinical and/or insurance referral to 401-326-2019 and reach out to our Triage department directly, so they can coordinate getting the patient in **STAT**.

Referral Turnaround Times

- Please allow 7-10 business days for all **Non-urgent referrals** to be contacted for an appointment.
- Please allow 2-3 business days for all **URGENT** referrals to be contacted for an appointment.