

# Here for You- personalised referral route

## Referral Guide

This guide will help outline the [referral](#) process to Here for You.

### 1. WHO TO REFER

Here for You is for **anyone** who has received a breast cancer diagnosis- this includes **Primary & Secondary / Metastatic** patients. Our research (2022) shows that **70%** of patients who have a diagnosis would like additional emotional support, so we encourage you to refer as many patients as you can, not just those who are struggling the most.

### 2. ADDITIONAL NEEDS

Here for You has a partnership with **Language Line UK** which means that we can support people whose first language isn't English. We can also support people who may be facing financial hardship to attend any of our in-person support services via our **Access Fund**.

You can specify support needs for your patient on the referral form.

### 3. WHEN TO REFER

You can refer your patients **at any point** during their breast cancer experience.

We have found that the most regular referrers are the ones who have embedded the referral process into their team's **existing workflow**. We can work with you to explore who in your team and what point in time for the patient it might be best to make the referral.

**Top tip:** Here are some touchpoints where some healthcare professionals (HCPs) like to refer patients:

- At or right after diagnosis
- Before or after surgery / chemotherapy / radiotherapy
- During holistic needs assessments (HNAs)
- When there are treatment changes

### 4. TALKING TO YOUR PATIENTS ABOUT HERE FOR YOU

Here are some examples of how you can describe Here for You to patients.

- 'I can make a referral on your behalf to Breast Cancer Now and they will call you within the next 2 weeks to check in with you. They can connect you to any support that's of interest to you but there's no pressure to join anything. It's just a chat and can be an extra support network.'
- 'Breast Cancer Now has a range of support available throughout your treatment and afterwards. If you'd like to explore what might be available, they can point you in the right

*direction and support you with what's the most relevant to you. It's like an extra support network.'*

## 5. MAKING THE REFERRAL

**Before** making a referral please read out this consent statement.

☐ I am providing this information on your behalf. Can you confirm that I have your permission to share the below personal details with Breast Cancer Now, and for Breast Cancer Now to store and use them to make contact by email and phone, providing personalised support and services available. \*

Breast Cancer Now will store your data for the purpose of contacting you as described above. Data will be stored for up to 2 years. Once the referral is made, you can opt out at any time by contacting [hereforyou@breastcancernow.org](mailto:hereforyou@breastcancernow.org) or calling 0800 448 0822.

Follow these simple steps:

1. Fill out this [online form](#) which takes a few minutes per patient. We will ask some basic information about the patient (*name, address, DOB, contact details, ethnicity & any additional support needs*) and about you (*name, contact info, role & hospital*). It is quick & easy to add **multiple people** – Just Click 'Submit and Add New Patient'.
2. Hand out the **referral card** after you have referred your patients (*reach out to [hereforyou@breastcancernow.org](mailto:hereforyou@breastcancernow.org) to order more referral cards*).

### Top tips:

- *In some hospitals, an admin support assistant (or similar role) completes the online form as part of a weekly admin task. In other hospitals, it's incorporated into daily admin following clinics.*
- *Some healthcare professionals add 'Here for You offered' on patient records to document when the referral has been offered and taken up.*
- *You can '[bookmark](#)' the referral form so that it's easy to access when you need it!*

## 6. OTHER BREAST CANCER NOW RESOURCES & SERVICES

If patients want to know more about Breast Cancer Now's services, these leaflets may be helpful. You can read and **download them online**, or order **printed copies**.

- **Our services for people living with and beyond primary breast cancer.**
- **Our services for people living with secondary breast cancer.**

These leaflets are used to **complement** the Here for You referral or give extra information, they do not replace the referral but can provide **additional information** of available support.

If a patient doesn't want to be referred to Here for You, they can access other services at any time. More information about our support services is on the leaflets above, and **our website**.

For any questions, please check out our [FAQs](#) or contact [hereforyou@breastcancernow.org](mailto:hereforyou@breastcancernow.org)