



What to Expect from the Referral Process

- Step 1: Verify with the front desk that your current email address is on file and that you are set up with the patient portal.
- Step 2: Your medical Provider has recommended medical care for you through an outside specialist office.
- Step 3: Your Provider sends a request to our Referral Specialist, Nicole to process.
- Step 4: Nicole verifies that the specialist is in your insurance network. A formal request is sent to your insurance company.
- Step 5: Your insurance company sends approval back to Nicole for services needed.
- Step 6: Nicole emails you the approval and contact information for the specialist through the patient portal.

This process will take approximately 10-14 days from the initial request from your Provider. **DO NOT SCHEDULE AN APPOINTMENT WITH A SPECIALIST IF YOU HAVE NOT RECEIVED APPROVAL FROM THE REFERRAL DEPARTMENT AT WESTMED.** If you have any questions regarding this process or you have not heard from Nicole after 14 days, please send her a message via the patient portal.

Thank you for your patience in this process and for using your patient portal.