



# How to complete and submit a CradleME request

## Instructions for requests for services

Please offer CradleME to every birthing family as early as possible

### 1) Assist family to complete PAGE 1 of the CradleME request form.

- Mother, authorized parent or guardian completes and signs page one, with help as needed from hospital staff.
- Patient ID stickers (mom and baby) can be applied to upper corner to ensure legibility of name & DOB.
- Parents keep the informational handout.
- Fields with an asterisk are required to ensure timely processing of referral.

### 2) Hospital staff complete PAGE 2 of the CradleME request form (Back side of request form).

- All families are eligible for wellness support including well pregnancy, infant care, infant feeding, and parenting support and education. Please check the top box to request this type of service for the families. Please be sure to check the appropriate boxes for any medical conditions/concerns that are present that need follow-up. With medical concerns, please include a discharge summary or H & P. Please submit organizational release of information with H & P.
- Please note who is making the referral and provide a phone number to reach them. This information is needed to process and triage the referral. Also, this information allows the clinician to follow-up if clarification or more information is needed.

### 3) FAX THE COMPLETED REFERRAL FORM (FRONT AND BACK) TO (207) 287-4577.

Please note: the CradleME office is staffed Monday-Friday during DHHS business hours of 8:00 am to 5:00 pm. Referrals received during weekends and holidays will be processed on the next DHHS business day. If your patient has urgent health needs, please refer directly to the appropriate health care provider.

**\*Medical Provider Offices:** Please provide most recent office note along with referral when referring for a health concern/medical condition.

**\*Service Providers:** Only page one should be submitted.

## CradleME Talking Points

Please explain the benefits of Public Health Nursing and Maine Families Services

Filling out the CradleME Request form helps connect you to receive a phone call from a Public Health Nurse, a Maine Families Home Visitor, or both depending on your needs. Here is information about the programs offered through CradleME (provide parent handout). This information is yours to keep. A Public Health Nurse and/or Maine Families Home Visitor will call you with more information about the services they offer and will be able to answer any questions or address any concerns you may have. Then, if you choose, you can schedule a visit when it is convenient for you.

Nursing visits and visits from Maine Families are free. **Visits by a Public Health Nurse and Maine Families Home Visitor are offered to support our families with newborns and prenatal women and we offer these services to all pregnant women and families with new babies.** Here is the CradleME request form. After the form has been filled out by you and medical staff, a Public Health Nurse and/or a Maine Families Home Visitor will call you to talk about the services that are available to you.

**Questions, concerns, or other feedback? We want to hear from you!**

Please contact CradleME Referral office at 1-888-644-1130