



**Sutter Specialty  
Network Referral  
Service**  
**888-834-1788**

The Sutter Specialty Network (SSN) provides comprehensive support to clinicians and care center staff with clinically complex or difficult-to-place referrals. SSN is a specialized team with access to numerous high-level subspecialists who can help locate ambulatory experts in field and hospital-based specialty programs.



**Sutter Specialty Network**

888-834-1788 Phone

916-503-7632 Valley Area Fax

415-600-2955 Bay Area Fax

[sutterhealth.org/ssn](https://sutterhealth.org/ssn)



# Who Benefits

Finding the right specialist can be a challenge. Some referrals require additional support, access to clinical trials or multidisciplinary teams. The SSN provides personal attention and direct support for referrals from:

- Clinicians in the Sutter Health network who need additional referral assistance.
- Foundation care centers and centralized referral teams.
- Independent clinicians with a referral to Sutter Health.

***SSN assists by personally handling referral requests and managing the referral process.***

## How to Initiate the Process

### **Sutter Health Medical Groups, Foundations and Hospitals:**

Enter a referral to the Sutter Specialty Network using the Sutter Electronic Health Record.

#### **Referral Entry:**

Select order REF to the Sutter Specialty Network  
Or

Create a generic referral and complete the following:

1. **Class:** Outgoing
2. **Place of service:** Sutter Specialty Network
3. **Referral message to:** P Sutter Specialty Network

### **Independent offices with access to Sutter EHR:**

#### **SutterLink Referral Entry:**

1. **Class:** External
2. **Place of service:** Sutter Specialty Network
3. **Notes:** Indicate special instructions or desired specialist (diagnoses/procedure tab) in notes section
4. **Referral message to:** P Sutter Specialty Network

### **Clinicians with no access to the Sutter EHR:**

888-834-1788 Phone  
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415-600-2955 Bay Area Fax

#### **Using an outside EHR system?**

You can send us a direct secure message through your EHR:  
[sutter\\_specialty\\_network47810139@his.ehr.sutterhealth.org](mailto:sutter_specialty_network47810139@his.ehr.sutterhealth.org)

## How SSN Manages Referrals

When a referral is received, SSN will:

- Research all options within the Sutter Health network across Northern California.
- Confirm specialists' availability or communicate if no Sutter-affiliated specialist is available.
- Call patients with referrals, provide specialist information and answer questions.
- Provide specialists with clinical notes and reason for referral.
- Facilitate appointment scheduling for the patient.
- Send physical report or update status through the Sutter EHR.
- Maintain ongoing communication with the patient, referring office and specialty office.

## Concierge Care for Patients

The SSN team provides a service that minimizes stress and confusion. SSN team members regularly check in with patients to answer their questions and ensure they feel well cared for during stressful times.

At SSN, the goal is to smooth the path by fully supporting referring offices, patients and the specialists receiving referrals.

For questions about the SSN referral service, please call 888-834-1788 or send a staff message through the Sutter EHR to our pool: P Sutter Specialty Network.

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