

# How to complete and submit a CradleME request

## Instructions for Referents

### 1) Please offer CradleME to every birthing family as early as possible.

#### CradleME Talking Points

- a. I encourage all my patients to participate in CradleME, a wonderful and free program for all families in Maine who are expecting or have just had a baby.
- b. Signing the CradleME form helps connect you with a phone call from a family visitor, a nurse, or both depending on your needs. Here is information about the program (provide brochure or parent handout). This information is yours to keep.
- c. If you sign up to receive a call from CradleME today, the family visitor and/or nurse who calls you will tell you about the services that they can offer and answer any questions or concerns that you may have. Then, if you choose, you can schedule a visit when it is convenient for you.
- d. Signing up for a call about CradleME just means you are agreeing to be contacted with more information, not signing up for services or a home visit.
- e. The CradleME program and its services are provided at no cost to you. Visits by a family visitor or by a Maternal Child Health nurse are offered to support our new moms and babies, and cost is not a barrier for anyone to participate in the program and access these services.
- f. Here is the sign-up form (*CradleME Request Form*). By completing and signing the form, you are agreeing to receive a phone call about what the programs can offer your family. You are also agreeing that the CradleME service providers can share your information with each other and with your health care provider to help coordinate care for you and your baby.

If the family agrees to receive a phone call:

### 2) Assist family to complete PART 1 (Page 1) of the CradleME Referral form

- a. Mother, authorized parent or guardian completes family information, with help as needed from hospital staff.
- b. Verify that signature section is completed, in order to process the referral we need to have a signature from the family.
- c. Patient ID stickers (mom and/or baby) can be applied to upper corner to ensure legibility of name & DOB
- d. Parents keep the informational materials.

### 3) Hospital staff complete PART 2 (Page 2) of the CradleME Referral form.

- a. Completion of Part 2 is simple, if you have checked the box that indicates you have concerns, please detail your concerns in the comment section. CradleME clinical staff will refer the family to the appropriate services based on the information that you provide in this section.
- b. 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.
- c. If there are any health concerns or psycho-social concerns, please be sure to check the second box and provide further information in the comment section. Some families may be eligible for follow-up nursing assessment and care; we need information about any health concerns to determine eligibility.
- d. At the top of Part 2, please note who is making the referral and provide a phone number to reach them. This information is needed for follow-up if clarification or more information is needed.

### 4) FAX THE COMPLETED REFERRAL FORM to (207) 287-4577

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

#### Questions, Concerns, or other feedback? We want to hear from you!

Please contact CradleME Program Manager Sybil Mazerolle at [sybil.mazerolle@maine.gov](mailto:sybil.mazerolle@maine.gov) or (207) 287-3121