

**DEPARTMENT OF HEALTH  
NURSING CARE QUALITY ASSURANCE COMMISSION**

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**WHPS Procedure Summary 4.01: Intake**

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The intake process is important because it is usually the nurse's first contact with Washington Health Professional Services (WHPS) and establishes a cooperative relationship going forward. Due to the nature of this process, nurses are likely to be under significant stress and experiencing shame and/or guilt. Therefore, the intake process is designed to be supportive of the nurse.

**SUMMARY**

1. Intake Interview:

- A. Verify participation eligibility
- B. Facilitate discussion of nurse's history and current situation; verify willingness to participate in the program.
- C. Provide a description of WHPS services, and refer the nurse to the WHPS Client Handbook for details about the program.
- D. Complete an intake form, including: Identifying and contact information; circumstances of referral; substance use, mental health and treatment history; and medical history.
- E. Provide at least three referrals for a substance use evaluation (may refer for an integrated assessment based on history and presentation).

2. Substance Use Evaluation:

- A. Have the nurse schedule a substance use evaluation.
- B. Have the nurse sign a Release of Information authorization(s) allowing communication between WHPS, the evaluating agency, and other parties as necessary.
- C. Fax the WHPS Evaluation Guidelines and intake summary to the evaluation agency.
- D. The evaluation should be completed within ten (10) days of intake.

3. Contract Development

- A. All intakes will be presented in case staffing for Program Participation Contract development.
- B. The contract shall include all treatment, mental health, and pain management evaluation requirements.
- C. Signed Program Participation Contracts shall be received within ten (10) working days.
- D. Drug test check-in is to start within seven (7) days of contract receipt.

#### 4. Timelines

- A. Nurses referred to WHPS by the Nursing Commission will have 45 days to complete the intake process and submit the signed Program Participation Contract. Nurses who do not complete the intake process within 45 days will be referred back to the NCQAC.
- B. As determined by WHPS nurses may be granted an intake extension due to extenuating circumstances, (e.g., the nurse is in extended inpatient treatment).

## Procedure 04.01: Intake

### Process Chart

