**Section 635.100 Referrals and Follow-Up**

a) All required family planning services, and all methods of birth control must be provided either directly by the delegate agency or through referrals. When required family planning services are to be provided by referral, written letters of agreement must be maintained at the delegate agency detailing the services to be provided by each party.

b) A directory of agencies with which the delegate agency has referral agreements shall be maintained and available to all delegate agency staff responsible for patient services. This directory shall include the agency name, address, phone number an hours of operation, contact person at the agency, services available, eligibility requirements, and fees for services, if any.

c) Client records should be provided to the referral agency, to facilitate service provision. When requested by the referral agency, these records shall be released only after obtaining written consent of the client. All follow-up activities must respect the confidentiality of the client. A specific method for contacting the client shall be established at the time of entry into services.