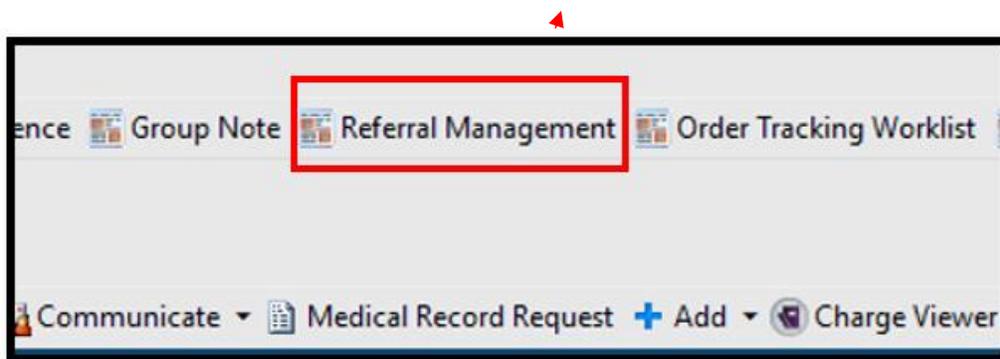


REJECTING A REFERRAL USING REFERRAL MANAGEMENT

How to reject a referral in a **Pending Acceptance** status.

1. Navigate to **Referral Management** from the top banner bar.



2. Select the correct referral with a **Pending Acceptance** status. Open the Referral Case details by clicking in the white area of the row the patient's name is on (e.g. where the

Referral Management				
Patient	Requeste...	Last Upd...	Status	Priority
ZZREHAB, WQMREFER... 64... M --: --		28/09/2024...	Pending Accepta...	Urgent (withi...
TESTTHROMBO, JEN 40 yrs F ★ --: --		28/09/2024...	Pending Accepta...	Standard
TEST, LEZLIE 54 yrs F --: --	28/09/2024	10/10/2024...	Accepted	Standard
SYSTEMTEST, HIMTEN... 35... M --: --	28/09/2024	28/09/2024...	Accepted	Urgent (withi...

star icon is).



TIP SHEET

HOSPITAL INFORMATION SYSTEM (HIS)

3. Ensure the **Worklist** is correct (click the dropdown caret and select appropriate worklist)

Worklist Thrombosis Clinics SCS (Receiving) [dropdown caret]

4. Select **Reject** to reject the referral or indicate that a referral sent was rejected.

Patient, Test
5 yrs Female DOB: OCT 26, 2013 MRN: 10000655 FIN: 20000670

Please Accept or Reject the referral.

Status: Pending [Edit](#) Unassigned [Assign to me](#) [Assign](#)
Substatus: Pending Review [Edit](#) [Clear](#) Case Number: 12062

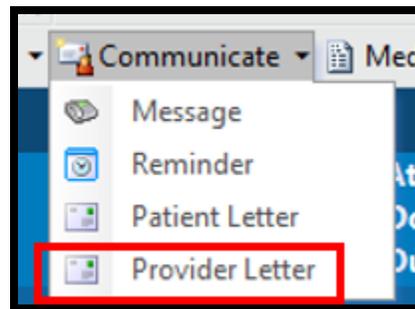
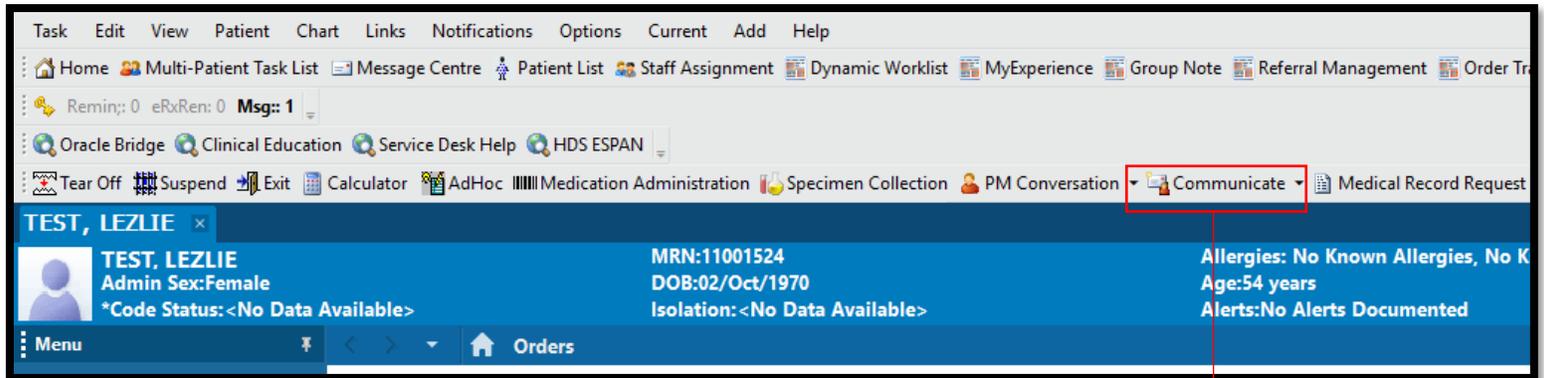
5. Enter a codified rejection reason, and, optionally, a free-text rejection reason. The system updates the status of the referral to Rejected.

Reject Reason

*Reason [dropdown menu]

Comment [text area]

- Now you inform the provider of the rejection reason, a provider letter would be used.
Click on the black dropdown next to **Communicate** and select **Provider Letter**.



- Search for and select a provider from the Search for Provider list, or select a provider from the Favorite or Recent Recipient tab. If you need to manually enter a recipient's click **Add Freetext Recipient**. The provider is added to the Recipient list.

Provider Letter Recipients X

Select Provider

PCP Referring Physician

Declined, Provider NHS Test01, Physician - Medical Oncology/Haematology

Search for Provider

🔍

Favorite (0)

Favor...	Prefix	First Name	Last Name	Credentials	Mode	Details
There are no items to show.						

+ Add Freetext Recipient

Recipient

Favor...	Primary	Prefix	First Name	Last Name*	Credentials	Mode	Details*	More	Delete
There are no items to show.									

Other Actions

Forward for Print To*: 🔍

Comments:
(Limit 255)

*Not Printed On Letter

OK

Cancel

8. Select a cell from the Recipient list and update the provider's information as needed.

Provider Letter Recipients ✕

Select Provider

PCP Referring Physician

Declined, Provider *NHS Test01, Physician - Medical Oncology/Haematology*

Search for Provider

Internal

Favorite (0)

Favor...	Prefix	First Name	Last Name	Credentials	Mode	Details
There are no items to show.						

[+ Add Freetext Recipient](#)

Recipient

Favor...	Primary	Prefix	First Name	Last Name*	Credentials	Mode	Details*	More	Delete
★	<input checked="" type="checkbox"/>		Physician - Medical On...	NHS Test01		Fax	[Details]		✕

Other Actions

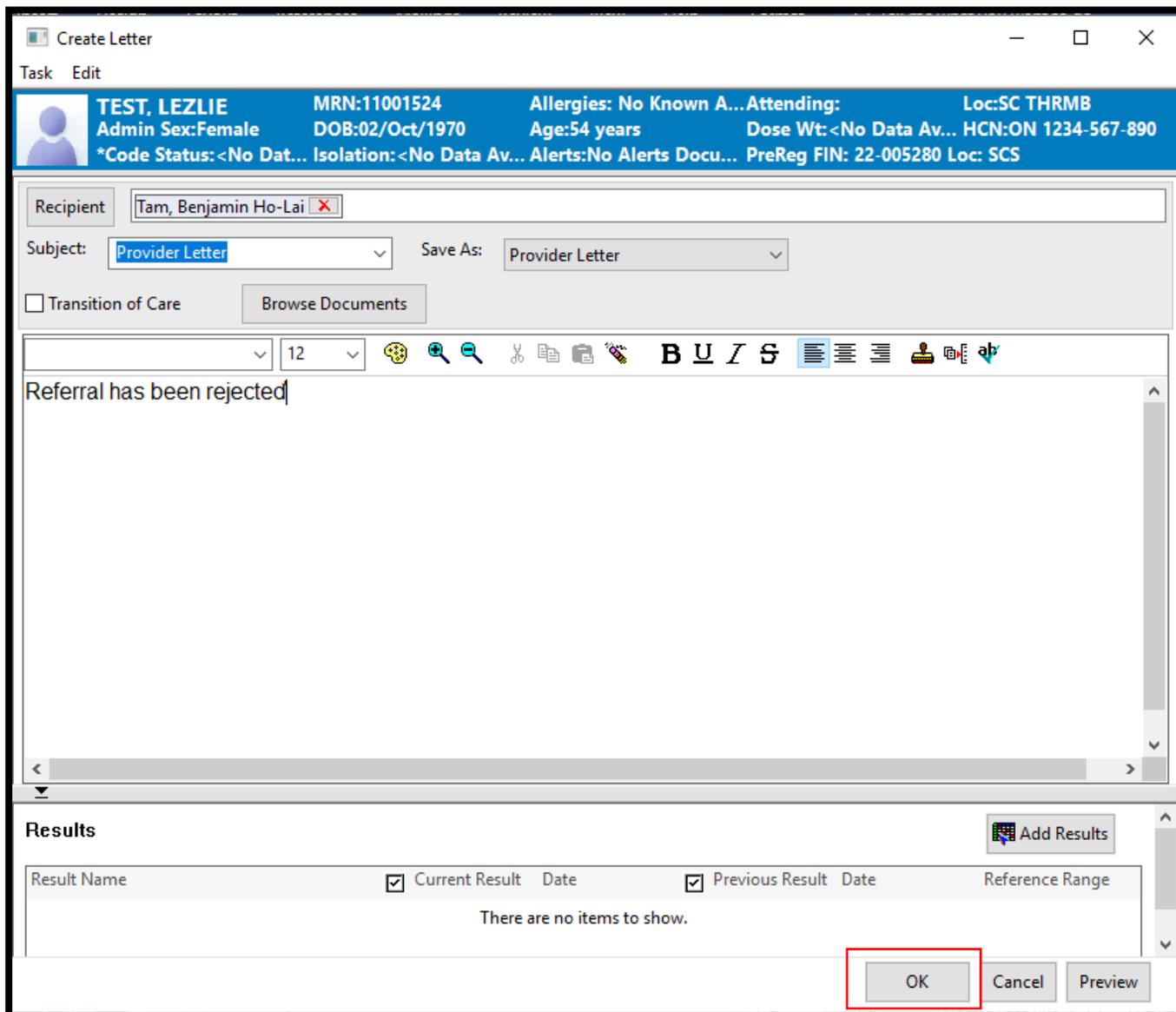
Forward for Print To*:

Comments:
(Limit 255)

*Not Printed On Letter

OK Cancel

- Click **OK**. The Create Letter dialog box is displayed and you can input why the referral was rejected. When complete select **OK** to send the provider letter.



Create Letter

Task Edit

TEST, LEZLIE MRN:11001524 Allergies: No Known A... Attending: Loc:SC THRMB
 Admin Sex:Female DOB:02/Oct/1970 Age:54 years Dose Wt:<No Data Av... HCN:ON 1234-567-890
 *Code Status:<No Dat... Isolation:<No Data Av... Alerts:No Alerts Docu... PreReg FIN: 22-005280 Loc: SCS

Recipient: Tam, Benjamin Ho-Lai

Subject: Provider Letter Save As: Provider Letter

Transition of Care Browse Documents

12

Referral has been rejected

Results Add Results

Result Name	<input checked="" type="checkbox"/> Current Result	Date	<input checked="" type="checkbox"/> Previous Result	Date	Reference Range
There are no items to show.					

OK Cancel Preview