Sending Internal Referral

[Set Filter in Internal Referral folder – All Status, Name of Ordering Provider to track the referrals]



Sending Outgoing Referral

[Set Filter in Outgoing Referral folder – All Status, Name of Ordering Provider to track the referrals]



[Internal] Service provider – Triaging Referral

[Set Filter in Internal Referral folder - 'Requested' Status, Name of Service Provider to track the referrals]



[Internal] Service Provider – MOA Role



Receiving Internal Referral Update – Ordering Provider Role

[Set Filter in Internal Referral folder – All Status, Name of Ordering Provider to track the referrals]



<u>Receiving Internal Referral Update –</u> <u>MOA of Ordering Provider Role</u>

[Set Filter in Internal Referral folder – All Status, Name of Ordering Provider to track the referrals]

Check Internal referral Folder
Filter the Ordering Provider as your practitioner and review the last comment and each status

MOA

Review as per the Status • <u>Option A - Accepted/ Waitlisted:</u> No action required

• <u>Option B - Additional information:</u> When results are back or you have the required information, 'attach it' to the referral card, change the status to 'Requested', Leave comment about the update, Save & Close.

• <u>Option C - Rejected:</u> Notify ordering provider if required OR No Action to be taken.

MOA – Managing Outgoing Referrals

[Receiving response of Outgoing Referrals – Train on Accepted/ Rejected ONLY]

[Set Filter in Outgoing Referral folder – All Status, Name of Ordering Provider to update the referrals]



Note:

- If the referral is rejected Ordering Provider will update the Service Provider and send the referral. MOA h
- Sometime MOA will just confirm on a call about the status So MOA will just update status to 'Received' and leave a comment.
- Sometime MOA may call to confirm if the referral was received or not Resend if not received.

MOA – Managing Incoming Referrals

[Receiving a Referral out of CHR]

[Set Filter in Incoming Referral folder – All Status, Name of Service Provider to respond to the referrals]

