How do I send a referral?

Palliative Care referrals

> ⚠️ **Do not send backup referrals through the RM&R application.**
>
> If you would like to send a backup referral(s), please complete all tabs (with the exception of send and manage referrals tab, print the referral form and fax it to palliative care service area. Please view the '**How do I print a referral report**' guide for more details.

Step 1

Complete all tabs in the Palliative Care referral form. Please view the '**What is a Palliative Care referral form?**' guide for more details.

Step 2

Once all tabs are complete, you have 2 options to send the referral:

- Click the **Send and Manage Referrals (2a)** link in the green banner. Or
- Click the **Send and Manage Referrals (2b)** tab.

Step 3

Click the **Send Referral(s)** link **(3)**.

Step 4

On the resulting page, a list of receiving palliative care service providers/organizations which match with your eReferral are shown (for *example*: a receiving service provider/organization may match to only male patients; if your patient is also male, then the referral will match, otherwise the referral will not match).

To view all available units, uncheck the '**Filter By Matching**' checkbox **(4a)**.

You can also see further information and matching criteria for a receiving palliative care service provider/organization by clicking the ⓘ icon **(4b)**.

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Step 5

Select all applicable Palliative Care Units or Hospices for your patient's care needs. Selecting will change colour of the boxes from grey to blue **(5a)**. Click the **Send Referrals** button **(5b)**.

Step 6

In the resulting **Selected Destination Providers** pop up, you can enter any sending comments **(6a)** and click the **Send Referrals (6b)** button.

Step 7

You will be redirected to the send and manage referrals tab. A confirmation banner **(7a)** will be displayed, confirming that your referral has been successfully sent.

You may return to send and manage referrals tab at any time to check the referral status **(7b).**
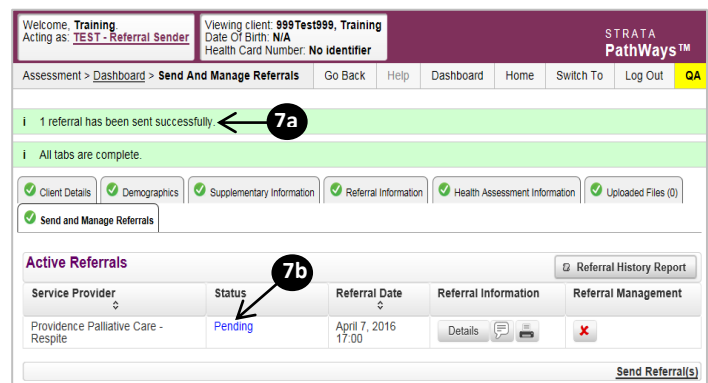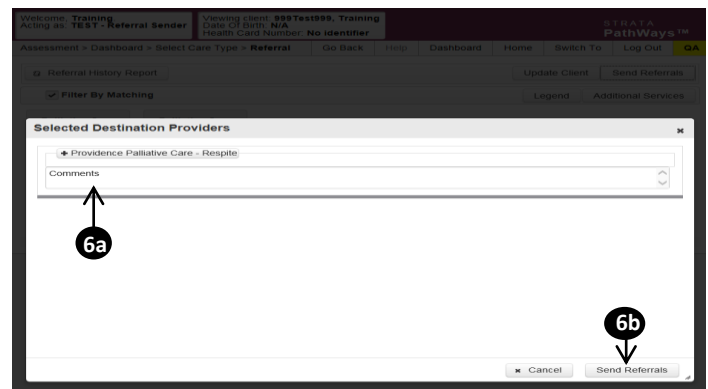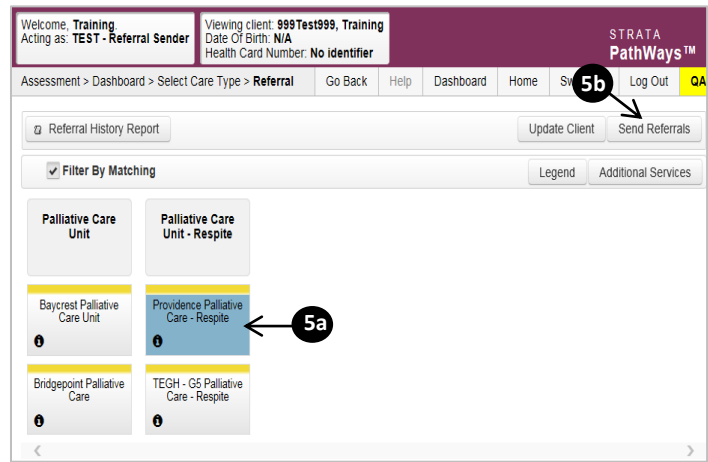
How do I check the patient's referral status

To check the referral status, you have 2 options:

- Via the 'Status' column in the active referrals tab - see the guide: '**What is an Assessment Dashboard [Active Referrals]?'**
- Via the 'send and manage referrals' tab in a referral – see the guide: '**How do I edit/update a referral'** and click the send and manage referrals tab.