

How do I send a referral?



Long-Term Care



Only LHIN staff are eligible to send a Long Term Care or Convalescent Care referral.

Step 1

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

Step 2

Upon completing the **LTCH Matching Profile** tab, the **Client Choice (2)** tab will be populated with all Long-Term Care Homes that match the patient's criteria. Matched Long-Term Care Homes will have a green check (**Details**) on the **Details** button and a red x (**Details**) if it does not match.

Step 3

Review matched Long-Term Care Homes with your patient.

Step 4

To rate the Long-Term Care Home, click the drop-down list button under rating column and enter all the necessary information.

- Rating (Required) **(4a)**
- Accommodation Rate (Required) **(4b)**
- Priority Category (Required) **(4c)**
- Date LHIN received sign choice sheet for this choice (Required) **(4d)**
- 6 Week Follow Up Complete?
- Waitlist Date is automatically calculated

The screenshot shows the 'Client Choice' tab in the STRATA Pathways™ software. The interface includes a navigation bar at the top with options like 'Go Back', 'Help', 'Dashboard', 'Home', 'Switch To', and 'Log Out'. Below the navigation bar, there are several tabs: 'Client Details', 'Demographics', 'Crisis Priority Ranking', 'Supplementary Information', 'EG I Consent Signed', 'LTCH Matching Profile', 'Financial Information', 'Patient Contacts', 'Health Assessment', 'Eligibility for LTCH Admission', 'Uploaded Files (1)', 'Client Choice', and 'Send and Manage Referrals'. The 'Client Choice' tab is active, and a callout '2' points to the 'Send and Manage Referrals' button. Below the tabs, there is a section for 'Allow client to be matched to' with a dropdown menu. Below that, there is a section for 'Eligibilities' with a dropdown menu. Below that, there is a section for 'First choice date' with a date field set to 'April 11, 2016'. Below that, there is a section for 'First waitlist date' with a date field set to 'April 11, 2016'. Below that, there is a table of 'Rated service providers' with columns for 'Name', 'Geographical area', 'Rating', 'Accommodation Rate', 'Priority Category', 'Date CCAC received signed choice sheet for this choice', '6 Week Followup Complete?', and 'Waitlist Date'. The table contains two rows of data. Below the table, there is a section for 'Available service providers' with a filter by geographical area and a filter by name. Below that, there is a table of 'Available service providers' with columns for 'Name', 'Estimated wait time', and 'Details'. The table contains ten rows of data.

Name	Geographical area	Rating	Accommodation Rate	Priority Category	Date CCAC received signed choice sheet for this choice	6 Week Followup Complete?	Waitlist Date
Test- LTC1 Testing Home	02 - Toronto Central CCAC	1	Basic Semi-Private Private	1 - Crisis	April 14, 2016	- select one -	April 11, 2016
Test- LTC2 Testing Home	02 - Toronto Central CCAC	2	Basic Semi-Private Private	Veteran	April 11, 2016	- select one -	April 11, 2016

Name	Estimated wait time	Details
CE - Altamont Care Community (LTC)	N/A	Details
CE - Ballycliffe Lodge Nursing Home (LTC)	N/A	Details
CE - Bay Ridges Long Term Care Centre (LTC)	N/A	Details
CE - Bendale Acres (LTC)	N/A	Details
CE - Bon Air Residence (LTC)	N/A	Details
CE - Burnbrae Gardens Long Term Care Residence (LTC)	N/A	Details
CE - Caressant Care Lindsay Nursing Home (LTC)	N/A	Details
CE - Caressant Care on McLaughlin Road (LTC)	N/A	Details
CE - Case Manor Care Community (LTC)	N/A	Details
CE - Centennial Place Long Term Care Centre (LTC)	N/A	Details

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Step 5

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

1. Click the **Send and Manage Referrals (5a)** link in the green banner. Or
2. Click the **Send and Manage Referrals (5b)** tab.

Step 6

You will be shown all the Long-Term Care Homes that were selected in Client Choice tab under **Referrals To Be Sent**. Select the service provider that you want to send by clicking the checkbox on the right hand side (6).

Step 7

Click the **Send Referral** button (7).

Step 8

A confirmation banner (8a) 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 (8b).

The screenshots illustrate the software interface for sending referrals. The first screenshot shows the 'Send and Manage Referrals' tab with a green banner (5a) and a tab (5b). The second screenshot shows the 'Referrals To Be Sent' table with checkboxes (6) and a 'Send Referral' button (7). The third screenshot shows a confirmation banner (8a) and the 'Active Referrals' table with a 'Pending' status (8b).

How do I check the patient's referral status



To check the referral status, you have 2 options:

1. Via the 'Status' column in the Active Referrals tab - see the guide: **'What is an Assessment Dashboard [Active Referrals]?'**
2. Via the 'Send and Manage Referrals' tab in a referral – see the guide: **'How do I edit/update a referral?'**