How do I send a referral?

Toronto Seniors Helpline Referrals

Step 1

Complete all tabs in the Toronto Seniors Helpline eReferral form. Please view the '**What is Toronto Seniors Helpline referral form?**' guide for more details.

Step 2

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

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

Step 3

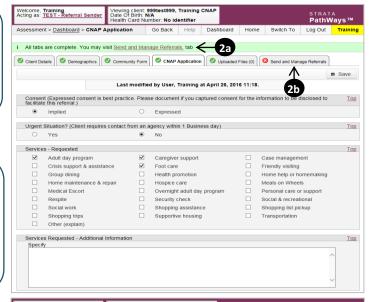Click the **Send Referral(s) (3)** link.

Step 4

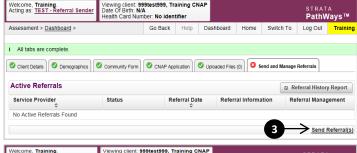On the resulting page, you will be shown all the service providers that the referral can be sent to.

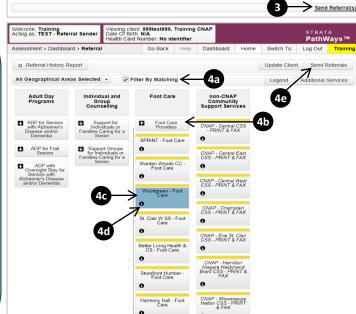To view all possible units, uncheck the '**Filter By Matching**' checkbox **(4a)**.

Click the service provider category **(4b)** and select all applicable programs that you would like to send the referral to. Selecting will change the colour of the boxes from grey to blue **(4c)**.

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

Click the **Send Referrals** button **(4e)**.

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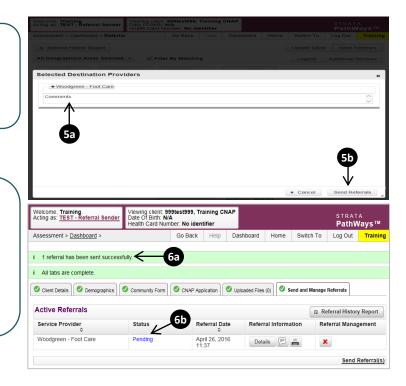
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Step 5

In the resulting **Selected Destination Providers** pop-up, enter additional comments, if desired, in the **Comments (5a)** box and click **Send Referrals (5b)** button.

Step 6

You will be redirected to the **Send and Manage Referrals** tab. A confirmation banner **(6a)** 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 **(6b)**.

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?'**