Cancel a Referral

Overview

The *cancel* functionality in RM&R is used to *remove* a referral from *one service provider queue* after it's been sent from a care type pathway. The *Deactivate* functionality in RM&R is used to inactivate the referral and *remove* the referral care type from *all receiving service provider queues*. For example, if you wanted to remove the referral from one out of the four receiving service providers, you would select *cancel*; if you wanted to remove the referral from all four receiving service providers, you would select the *deactivate* button.

Instructions

Step 1 **Access patient referral** For more details on how to access existing patient profile, please review the *Edit or Update guide.*	
Step 2 **Cancel referral** A) Click on *Send and Manage Referrals* tab B) Click on the ❌	
Step 3 **Select cancellation reason** A) Select the most appropriate reason B) Enter an optional comment From here, you have two options: C) If no longer want to cancel the referral, click the cancel button	

D) If you want to cancel the referral, click the continue button After confirming the cancellation, you will receive a confirmation banner message and the referral will be removed from the selected service provider queue.	