

# 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

<p><b>Step 1</b> <b>Access patient referral</b></p> <p>For more details on how to access existing patient profile, please review the <b>Edit or Update guide</b>.</p>	<p>Welcome to Resource Matching &amp; Referral (RM&amp;R).</p> <p><b>Assessment</b> Send, Assess and Manage Referrals.</p> <p><b>Service Provider</b> Receive client referrals and manage vacancies.</p> <p><b>Reports</b> View and analyze each step of the placement process.</p>																				
<p><b>Step 2</b> <b>Cancel referral</b></p> <p>A) Click on <b>Send and Manage Referrals</b> tab</p> <p>B) Click on the </p>	<p>Acting as: TEST - Referral Sender</p> <p>Client Details Demographics Supplementary Information Referral Information Social Information Care Requirements</p> <p>Acute Care Medical Assessment Functional Assessment Archive Uploads Send and Manage Referrals</p> <table border="1"><thead><tr><th>Service Provider</th><th>Status</th><th>Referral Date</th><th>Referral Information</th><th>Referral Management</th></tr></thead><tbody><tr><td>Providence Healthcare - Geriatric and Medical (Rehab-LI)</td><td>Pending [Rehab/CCC Override: Family Request] Updates sent</td><td>October 15, 2020 15:27</td><td>(0 of 0) Details Print</td><td>X</td></tr><tr><td>Runnymede Healthcare Centre - General (Rehab-LI)</td><td>Pending [Rehab/CCC Override: Family Request] Updates sent</td><td>October 15, 2020 15:27</td><td>(0 of 0) Details Print</td><td>X</td></tr><tr><td>UHN - Toronto Rehab - General (Rehab-LI)</td><td>Pending [Rehab/CCC Override: Family Request] Updates sent</td><td>October 15, 2020 15:27</td><td>(0 of 0) Details Print</td><td>X</td></tr></tbody></table>	Service Provider	Status	Referral Date	Referral Information	Referral Management	Providence Healthcare - Geriatric and Medical (Rehab-LI)	Pending [Rehab/CCC Override: Family Request] Updates sent	October 15, 2020 15:27	(0 of 0) Details Print	X	Runnymede Healthcare Centre - General (Rehab-LI)	Pending [Rehab/CCC Override: Family Request] Updates sent	October 15, 2020 15:27	(0 of 0) Details Print	X	UHN - Toronto Rehab - General (Rehab-LI)	Pending [Rehab/CCC Override: Family Request] Updates sent	October 15, 2020 15:27	(0 of 0) Details Print	X
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<p><b>Step 3</b> <b>Select cancellation reason</b></p> <p>A) Select the most appropriate reason</p> <p>B) Enter an optional comment</p> <p>From here, you have two options:</p> <p>C) If no longer want to cancel the referral, click the cancel button</p>	<p><b>Cancel</b></p> <p>Reason: * - select one -</p> <p>Comment:</p> <p>Cancel Continue</p>																				

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.