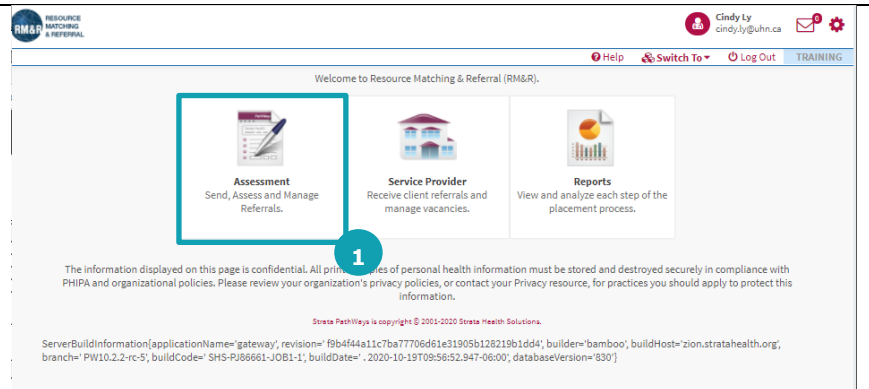# Deactivate a Referral

## Overview

The *Deactivate* functionality in RM&R is used to inactivate the referral and *remove* the referral care type *from all receiving service provider queues*. The Cancel functionality in RM&R is used to *remove* a referral from *one service provider queue* once it's been sent from a care type pathway.

For example, if you wanted to remove the referral from all four receiving service providers, you would select the *deactivate* button; if you wanted to remove the referral from one out of the four receiving service providers, you would select *cancel*.
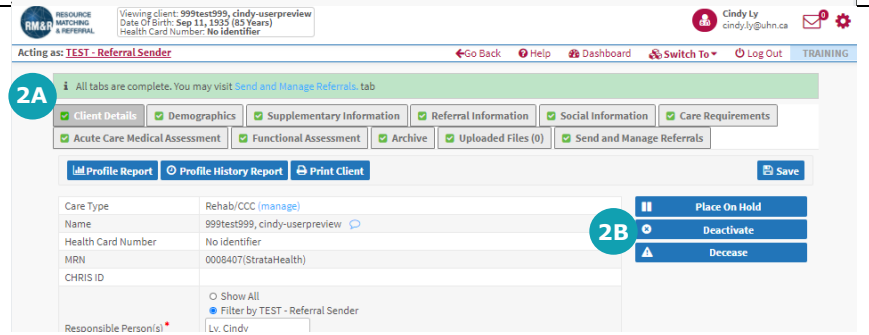
## Instructions

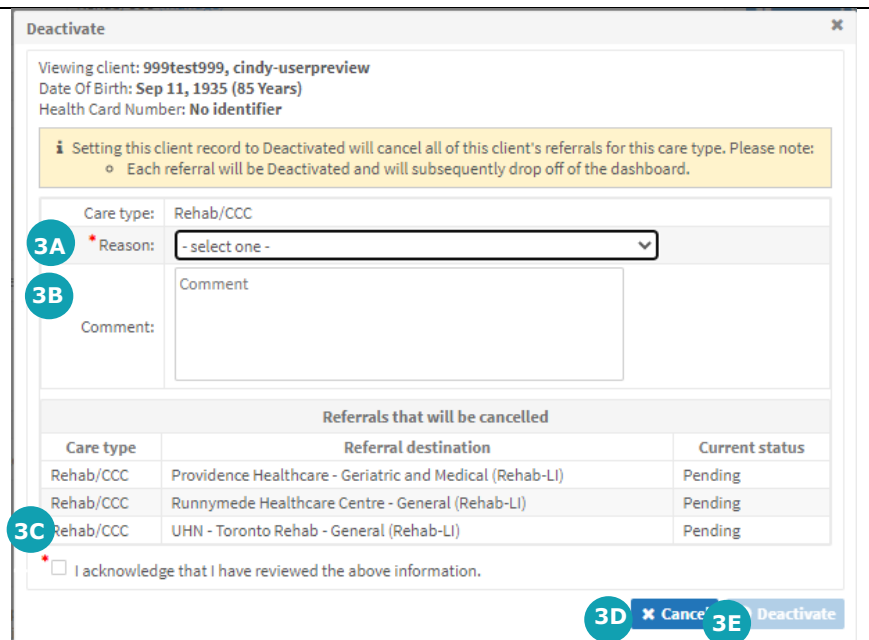| | |
|---|---|
| **Step 1**<br>**Access patient referral**<br><br>For more details on how to access existing patient profile, please review the *Edit or Update guide.* |  |
| **Step 2**<br>**Deactivate Referral**<br><br>A) Click on *Client Details* tab<br>B) Click on *Deactivate* button |  |
| **Step 3**<br>**Select a reason**<br><br>In the resulting deactivate pop-up,<br>A) Select a reason for the deactivation<br>B) Enter an optional comment<br>C) Ensure you select the checkbox to acknowledge that you have reviewed the information.<br><br>From here, you have 2 options: |  |

| | |
|---|---|
| 1. If you no longer want to deactivate the referral, click the Cancel button (3D)<br><br>2. If you want to deactivate, click the Deactivate button (3E)<br><br><br>After clicking Deactivate, you will receive a confirmation banner message and the referral will be removed from all service provider queues. | |