## **Deactivate a Referral**



Last Updated: August 2020

## **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

Deactivate a Referral

Step 1	RESONCE Cindy Ly Cindy Ly Cindy Ly Cindy Ly		
Access patient referral	Help & Switch To* OLog Out TRAINING		
·····	Welcome to Resource Matching & Referral (RM&R).		
For more details on how to access existing patient profile, please review the <i>Edit or Update guide.</i>	Assessment Referrals.	Service Provider manage vacancies.       Reports Vew and analyze each step of the placement process.	
	The information displayed on this page is confidential. All print PHIPA and organizational policies. Please review your organizational policies.	Provide the set of	
		information.	
	Strate Pa ServerBuildInformation{applicationName='gateway', revision=' f9b	thWeys is copyright § 2001-2020 Strets Health Solutions. 4f44a11c7ba77706d61e31905b128219b1dd4', builder≕'bamboo', buildHost='zion.stratahealth.org'.	
	branch=' PW10.2.2-rc-5', buildCode=' SHS-RJ86661-JOB1-1', buildDa	te='.2020-10-19T09:56:52.947-06:00; databaseVersion='830'}	
<u></u>	PESOURCE Viewing client: 999test999, clindy-userpreview	Cindy Ly 🛁 🗩	
Step 2	BMGP ARCENNG Date Of Birth: Sep 11, 1933 (85 Years)	🥶 cindy.lyguhn.ca 🗹 😵	
Deactivate Referral	Acting as: <u>IESI - Referral Sender</u>	Go Back Ø Help B Dashboard Switch To ▼ O Log Out TRAINING	
	2A i All tabs are complete. You may visit Send and Manage Referrals. tab		
A) Click on <i>Client Details</i>	Client Details Demographics Supplementary	Information S Referral Information S Social Information Care Requirements	
tab	C Acute Care Medical Assessment C Functional Assessment C Archive C Uploaded Files (0) C Send and Manage Referrats		
B) Click on <b>Deactivate</b>	ظe Profile Report		
button	Care Type Rehab/CCC (manage) Name 999test999, cindy-userpreview	Place On Hold	
baccon	Health Card Number No identifier		
	CHRIS ID		
	O Show All Filter by TEST - Referral Sen	der	
	Responsible Person(s) * Lv. Cindv		
Step 3	Deactivate	×	
Select a reason	Viewing client: 999test999, cindy-userpreview		
	Date Of Birth: Sep 11, 1935 (85 Years)		
	Health Card Number: No identifier		
In the resulting deactivate	<ul> <li>Setting this client record to Deactivated will cancel all of this client's referrals for this care type. Please note:</li> <li>Each referral will be Deactivated and will subsequently drop off of the dashboard.</li> </ul>		
A) Select a reason for the	Care type: Rehab/CCC		
deactivation	3A *Reason: - select one -	~	
R) Entor an optional	Comment		
	38		
comment	Comment:		
C) Ensure you select the			
checkbox to acknowledge			
that you have reviewed	Referrals that will be cancelled		
the information.	Care type	Referral destination Current status	
	Rehab/CCC Providence Healthcare - (	Genatric and Medical (Rehab-LI) Pending	
	3 Cehab/CCC UHN - Toronto Pehab - C	eneral (Rehah-LI) Pending	
From here, you have 2	- Oniversity of the relative Rehab - Ge	enerat (menaufici) Penuing	
options:	I acknowledge that I have reviewed the above information.		
		3D * Cance' ar Deactivate	
		3E	

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