

# How do I deny a referral?



## Why would I deny a referral



You would deny a referral if the patient was not acceptable for your organization. Denying the referral will alert the sending organization, who may send again, or send to an alternative program.

### Step 1

Access the Referral Queue by following the **'How do I access the referral queue'** guide.

### Step 2

Search for the patient you want to **deny**.

### Step 3

Select the patient's referral. Selecting the patient's referral will change the background colour from white to dark blue (3).

### Step 4

Click the **Deny (4)** button located in the right panel.

### Step 5

A pop-up window will appear requesting you to identify a deny **Reason (5)**. You may also enter any additional comments.

### Step 6

- Click either the **Cancel (6a)** or **Deny (6b)** button.
- If you no longer want to deny the referral, click the **Cancel (6a)** button
  - If you want to deny the referral, click the **Deny (6b)** button



Welcome, Training. Acting as: Test-Rehab New caretype. Viewing client: 999test999, Lyka CSS Feb 22, 2016. Date Of Birth: N/A. Health Card Number: No identifier. STRATA Pathways™

Service Provider > View Referral. Go Back | Help | Dashboard | Home | Switch To | Log Out

Referrals | Reports

Sort | Status: 4 selected | Updates: All | Reset Search | Search referrals

Refresh

Search Results: 1 - 1 / 1

999test999, Lyka CSS Feb 22, 2016

From: TEST - Referral Sender  
Rehab/CCD: March 3, 2016 (0 day)

Print | Edit client | Accept | Redirect | Deny

Request For Information

Details | Matching Profile | Clinical Profile | Comments

Attachments (0)

Client Matches

Category	Criteria	Client
✓ Client's Age	>=18	55

Welcome, Training. Acting as: Test-CSS Testing Intake. Viewing client: 999test999, Lyka CSS Feb 22, 2016. Date Of Birth: Mar 10, 2016. Health Card Number: No identifier. STRATA Pathways™

Service Provider > View Referral

Referrals | Reports

Sort | Status: 4 selected | Updates: All | Reset Search | Search referrals

Refresh

Search Results: 1 - 1 / 1

999test999, Lyka CSS Feb 22, 2016

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Client Matches

Category	Criteria	Client
✓ Client's Age	>=18	55

Deny

Deny Details

Denied date: April 8, 2016 10:26

Reason: - select one -

Deny comments (optional)

Cancel | Deny