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.

Service Provider
Receive client referrals and manage vacancies.

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