How do I forward a referral?

RM&R

What is forwarding a referral ?	If this functionality is setup for your organization, you may choose to forward the referral to an alternative or more suitable program.

Service Provider
Receive client referrals and manage vacancies.

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 **forward**.

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

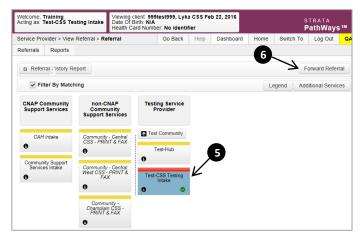Click the **Forward (4)** button located in the right panel.

Step 5

Select the most appropriate program. Selecting the progam will change the background colour from grey to dark blue **(5)**.

Step 6

Click the **Forward Referral (6)** button.

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Step 7

A pop-up window will appear requesting you to select a **Reason (7)***.

(*reasons vary per care type)

Step 8

Click either the **Cancel (8a)** or **Send Referrals (8b)** button.

- If you no longer want to forward the referral, click the **Cancel (8a)** button

- If you want to forward the referral, click the **Send Referrals (8b)** button