

# How do I redirect a referral?



## What is redirecting a referral



If this functionality is setup for your organization, you may choose to redirect the referral to an alternative or more suitable 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 **redirect**.

### 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 **Redirect (4)** button located in the right panel.

### Step 5

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

### Step 6

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



Welcome, Training. Acting as: Test-Rehab New caretype. Viewing client: 999test1999, Lyka CSS Feb 22, 2016. Date Of Birth: N/A. Health Card Number: No identifier. STRATA PathWays™

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

Referrals Reports

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

Refresh

Search Results: 1 - 1 / 1

999test1999, Lyka CSS Feb 22, 2016

From: TEST - Referral Sender

RehabCCC - 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-Rehab New caretype. Viewing client: 999test1999, Lyka CSS Feb 22, 2016. Date Of Birth: N/A. Health Card Number: No identifier. STRATA PathWays™

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

Referrals Reports

Referral History Report Redirect Referral

Filter By Matching Legend Additional Services

CCC Testing Service Provider

General CCC Service Test Rehab

Neuro Complex Care Test-Rehab New caretype 1

Test-Rehab New caretype

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

