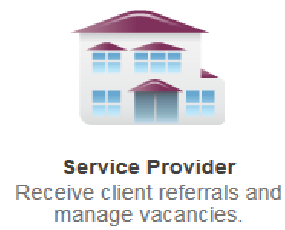
How do I request for information?

Why would I submit a request for information

Before deciding on the appropriateness of a referral and the next action to take, you may require additonal information from the sending organization. You can do this by submitting a request for information (RFI) for the referral. Submitting a request for information will alert the sending organization and will require a response from them.

Step 1

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

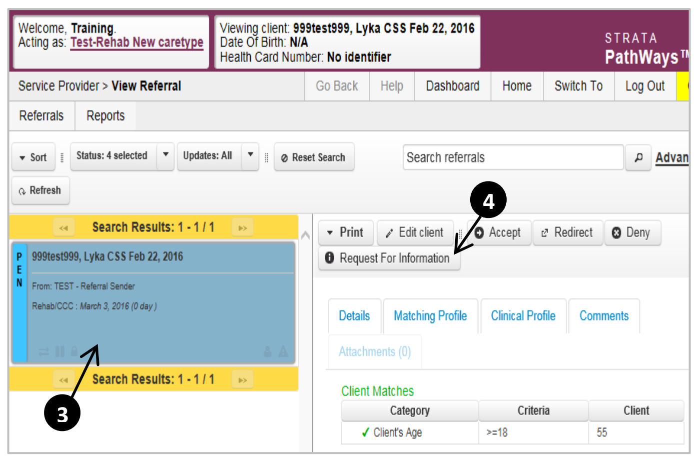


Step 2

Search for the patient you want to **Request for Information**.

Step 3

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

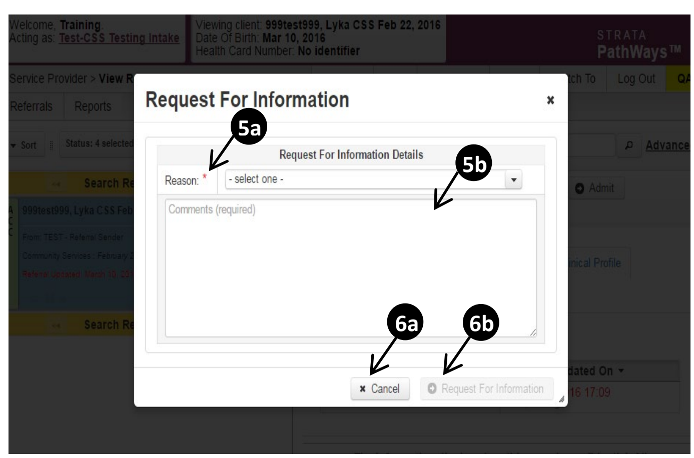


Step 4

Click the **Request for Information (4)** button located in the right panel.

Step 5

A pop up window will appear requesting you to identify a **Reason (5a)** for the Request for Information, and to enter a mandatory **Comment (5b)**.



Step 6

Click either the **Cancel (6a)** or **Request for Information (6b)** button.

- If you no longer want additional information regarding the referral, click the **Cancel** button
- If you want additional information for the referral, click the **Request for Information** button