

Respond to a 'Request for Information' Overview

There are instances when receiving organizations are unable to accept or admit a patient because they require more information about the patient. In such circumstances, a receiving organization will issue a **Request for Information**.

As a sending organization, you have 2 options:

1. Respond to the request by providing the requested information
2. Cancel the referral

Instructions

Step 1

Access patient referral

For more details on how to access existing patient profile, please review the **Edit or Update guide**.

Welcome to Resource Matching & Referral (RM&R).

Assessment
Send, Assess and Manage Referrals.

Service Provider
Receive client referrals and manage vacancies.

Reports
View and analyze each step of the placement process.

The information displayed on this page is confidential. All printed copies of personal health information must be stored and destroyed securely in compliance with PHIPA and organizational policies. Please review your organization's privacy policies, or contact your Privacy resource, for practices you should apply to protect this information.

ServerBuildInformation[applicationName='gateway', revision='f9b4f44a11c7ba77706d61e31905b128219b1dd4', builder='bamboo', buildHost='zion.stratahealth.org', branch='PW10.2.2-rc-5', buildCode='SHS-PJ86661-JOB1-1', buildDate='2020-10-19T09:56:52.947-06:00', databaseVersion='830']

Step 2

Locate the referral which requires your attention

- A) Click on **Send and Manage Referrals** tab
- B) Locate the referral that indicates **Request for Information**
- C) Click the **comments** icon and a popup will appear to view comments from the receiving organization

Acting as: TEST - Referral Sender

A referral requires attention.

Client Details Demographics Supplementary Information Referral Information Social Information Care Requirements

Acute Care Medical Assessment Functional Assessment Archive Upload Send and Manage Referrals

Please complete all required information before attempting to send a referral.

Service Provider	Status	Referral Date	Referral Information	Referral Management
Providence Healthcare - Geriatric and Medical (Rehab-Li)	Pending [Rehab/CCC Override: Family Request] Updates sent	October 15, 2020 15:27	(0 of 0) Details Print	✖
Runnymede Healthcare Centre - General (Rehab-Li)	Pending [Rehab/CCC Override: Family Request] Updates sent	October 15, 2020 15:27	(0 of 0) Details Print	✖
UHN - Toronto Rehab - General (Rehab-Li)	Pending [Rehab/CCC Override: Family Request] Updates sent	October 15, 2020 15:27	(0 of 0) Details Print	✖
Test-Rehab New caretype 1	Request For Information [Incomplete Information: Behaviour] Updates sent	October 2020	(0 of 0) Details Print	✖ Request Complete
Test-Rehab New caretype	Denied [Rehab/CCC: Behavioural care needs cannot be met (specify):] Updates sent	October 24, 2020 06:45	(0 of 0) Details Print	✖ Send Referral Again

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Step 3

Review comments

- A) In the resulting comment box, you can see comments sent from the receiving organization
- B) The comments will include the requesting user, date of RFI and the RFI reason in the header

Referral Comments

Viewing client: 999test999, cindy-userpreview


Ly, Cindy (Request For Information) Incomplete Information: Behaviour October 24, 2020 07:25

test

Cancel Add comment

Step 4

Complete request, there are two options:

- A) Resend the referral – make the necessary changes and select the Request complete button
- B) Cancel the referral - click the  button

Test-Rehab New caretype 1

Request For Information [Incomplete Information: Behaviour] Updates sent

October 24, 2020 06:45

(0 of 0) Details

Print

Request Complete