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.*	
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	

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**
	
	3B **Ly, Cindy (Request For Information)** *October 24, 2020 07:25*
	        Incomplete Information: Behaviour
	
	3A 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] October 24, 2020 06:45 (0 of 0) Details **5B** ✖ ⬀
	                          Updates sent 💬 ▾ Print **Request Complete**
	                                             5A