

Respond to Denied Referrals



Overview

Sometimes receiving organizations are unable to accept or admit a patient because they are either unable to provide specific services for the patient or the patient is ineligible for their services. In such circumstances a receiving organization will issue a Deny.

Following a denied referral, there are 2 options to respond:

- Resend the referral
- Cancel the referral

Instructions

Step 1

Access *denied* patient referral

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

Step 2

Click on *Send and Manage Referrals* tab

Step 3


Locate denied referral (red 'Denied' in the status column)

There are 2 options:

1. Resend the referral

- A) Click the *Send Referral Again* button
- B) Proceed to step 4.

2. Cancel the referral

- C) Click the  to cancel the referral (for more details, please review the *Cancel a Referral guide*.)

The screenshot shows the RM&R web application interface. At the top, there is a navigation bar with the user's name 'Cindy Ly' and email 'cindy.ly@uhn.ca'. Below this, there are three main sections: 'Assessment' (Send, Assess and Manage Referrals), 'Service Provider' (Receive client referrals and manage vacancies), and 'Reports' (View and analyze each step of the placement process). A red box highlights the 'Assessment' section with a '1' in a blue circle. Below this, there is a warning message: 'A referral requires attention.' and a status bar indicating 'All tabs are complete.' The main content area shows a table of referrals with columns for Service Provider, Status, Referral Date, Referral Information, and Referral Management. The table contains five rows of referrals. The last row, 'Test-Rehab New caretape', has a status of 'Denied [Rehab/CCC: Behavioural care needs cannot be met (specify/s)]' and a red 'X' icon in the Referral Management column. A red box highlights this row with a '3C' in a blue circle. Below the table, there is a 'Send Referral(s)' button. At the bottom, there is a footer with copyright information and server build information.

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	X
Runnymede Healthcare Centre - General (Rehab-LI)	Pending [Rehab/CCC Override: Family Request] Updates sent	October 15, 2020 15:27	(0 of 0) Details Print	X
UHN - Toronto Rehab - General (Rehab-LI)	Pending [Rehab/CCC Override: Family Request] Updates sent	October 15, 2020 15:27	(0 of 0) Details Print	X
Test-Rehab New caretape 1	Pending	October 24, 2020 06:45	(0 of 0) Detail Print	X 3C
Test-Rehab New caretape	Denied [Rehab/CCC: Behavioural care needs cannot be met (specify/s)] Updates sent	October 24, 2020 06:45	(0 of 0) Details Print 3A	X Send Referral Again

Step 4

Select **Reason** to resend referral

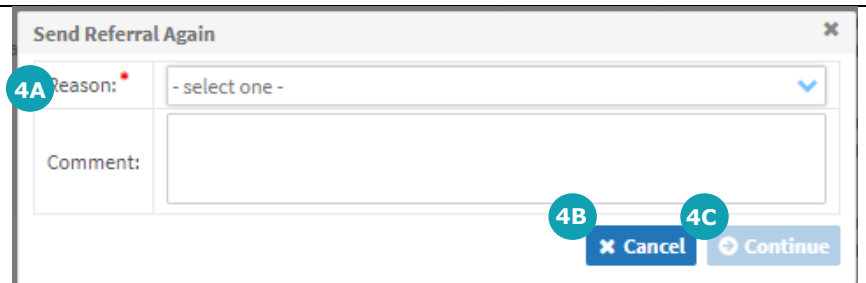
A) In the resulting pop up, select a **Reason** and enter any additional comments.

From here, you have two options:

B) If no longer want resend the referral, click the **Cancel** button.

C) If you want to resend the referral, click the **Continue** button.

After resending the referral, you will receive a confirmation banner message.



The screenshot shows a pop-up window titled "Send Referral Again" with a close button in the top right corner. The form contains two main sections: a "Reason:" dropdown menu and a "Comment:" text area. The "Reason:" dropdown is currently set to "- select one -" and has a red asterisk next to the label. A blue callout bubble labeled "4A" points to the "Reason:" label. Below the text area, there are two buttons: "Cancel" with a red 'X' icon and "Continue" with a right-pointing arrow icon. A blue callout bubble labeled "4B" points to the "Cancel" button, and another blue callout bubble labeled "4C" points to the "Continue" button.