Patient Not Matching to a Service Provider

Overview

Service Providers listed for referrals in RM&R are based on whether a patient matches a set of Service Provider criteria. This guide will assist users to navigate and use the *matching criteria information tool,* to quickly check the reasons why a patient does not match a particulate service provider.

Instructions

Upon editing or updating a referral, the RM&R application will identify you as the last modifier. Your name, clinical designation, along with the date and time will be stamped on the referral.

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 **Click on *Send Referral(s)* link located on the bottom right corner of the page**	

Step 4

Select *Service Provider* Option

A) Uncheck *Filter By Matching*
B) More Service Provider Options will appear
C) Navigate to the category of interest
D) Click on the arrow to expand and view list of Service Providers

Step 5

View *Matching Criteria*

A) Click on Information Tool icon
B) In the pop-up window that appears:
- Scroll down to Matching Criteria category table
- Service Provider Category and Criteria are listed
- Patient information is listed under the Client field
- Category item(s) that does not match to that Service Provider will be indicated in red '**Client Does Not Match**'

Show Details for Baycrest - Geriatric/MSK/Other Disabilities (Rehab-HI)

- Patient has PICC line or unusual IV needs
- Organ transplantation, hepatitis, HIV
- Known infection control status

Estimated wait for Accept/Admit
0 days/0 days

Client Does Not Match

Category	Criteria	Client
✓ One of:		
✓ Wandering Risk	Exit Seeker No Wander Guard	Wander Guard
✓ One of:		
	CDIFF	None