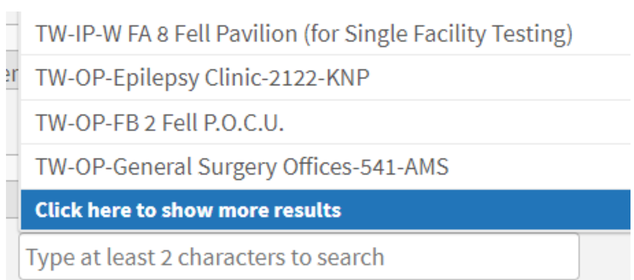
eStroke Rehab Referral System in RMR&R: Acute/ Sender Frequently Asked Questions (FAQ)

The User Guide for eStroke Rehab Referral System in RM&R can be found here:
[Quick Guides – Resource Matching & Referral (resourcematchingandreferral.com)]()
under "Sending Referrals", titled eStroke Referral Training Guide

Question	Answer
1) How do I gain access to the eStroke Rehab Referral System in RM&R?	The eStroke system monitors and collects data to help inform the stroke system. So it is important that users are familiar with the eStroke System, that referrals are accurate and comprehensive, and have knowledge of the standardized referral processes. To gain access to eStroke in RM&R you should: • Work regularly on stroke units • Regularly assess and treat stroke patients • Regularly participate in providing referral content or submit stroke rehabilitation referrals • Ensure you have access to RM&R first. Connect with your IT department/ Helpdesk within your own organization for assistance if you do not yet have access to RM&R • Speak to your manager or equivalent about having access to eStroke. Your manager should email Donna.cheung@uhn.ca providing approval for access to the eStroke care type in RM&R as a Sender
2) How do I find the unit the patient is currently residing on, from "Current Location" drop down menu, on the Demographics tab?	• Start typing in the initials of your hospital • The drop down menu should show you a list of units you can choose from • If you do not see the unit you are looking for, click on "Click here to show more results" and a new list of units will appear 
3) Why am I having trouble submitting my stroke rehab referrals?	There could be a variety of reasons why the referral is not submitting. Things to check include: • Have you completed all relevant fields, including the mandatory fields, and clicked "Save" for each tab? • Have you completed the calculations on the Calculations tab with all total scores populated in the fields? • Are all tabs now showing Green? (except Send and Manage Referrals) • Does the Rehab Care Type you selected in the "Supplementary Information" tab (e.g. High Intensity Rehab (HIR), Low Intensity Rehab (LIR), or Outpatient Rehab (OPR)) match the rehab programs you selected in "Client Choice"?

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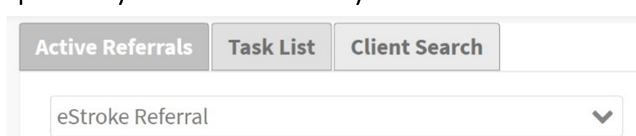
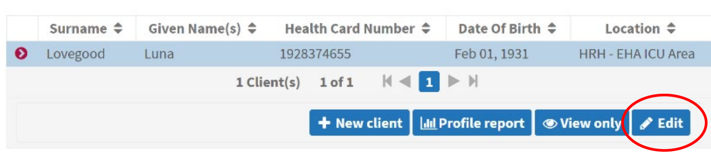
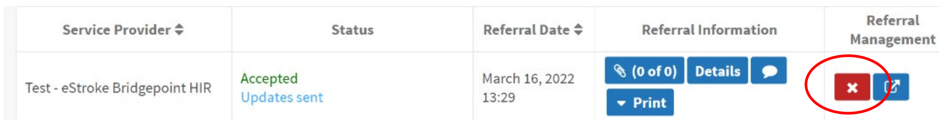
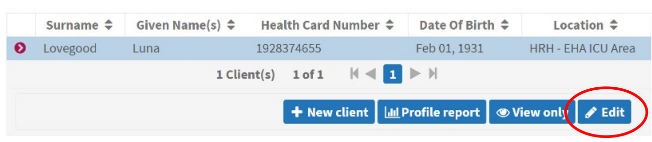
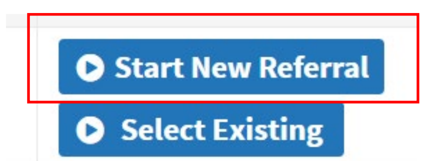
4) Why are the scores not calculating in the Calculations tab?	If you are getting an error message at the top of the screen, then the calculations had failed Go back through the referral and check that all the following sections are completed: • Acute Medical Assessment - Charleson Comorbidities Index • AlphaFIM® - values for FIM® 13 Raw Motor and FIM® 5 Raw Cognition. Ensure all raw scores are inputted if multiple AlphaFIM® scores were completed • Orpington Prognostic Scale including the “Time Modifiers”
5) Do I still need to finalize the referral by adding the discharge dates and discharge destinations as I did in the old E-Stroke System?	• For patients who were referred through the new eStroke System in RM&R and admitted to a HIR or LIR or OPR, you no longer have to input this information. The admission date created at the rehab facility serves as the discharge date from acute care. • For patients who were referred but do not end up transitioning to a rehab program (deceased, declined by rehab, admit to LTC/CCC etc), the referral/s must be Deactivated at the time the patient is discharged (or deceased) from your organization. ○ Go to Client Details, Choose the “Deactivate” button on the right hand side. ○ In the pop up window, indicate the “Reason” for deactivating the referral, and in the “Comment” box indicate the discharge date from your **organization** (regardless if it is a different unit they are on from where the referral originated) 
6) How do I find my referrals?	You can find your referrals by: • Clicking on Active Referrals, and selecting eStroke Referral from the drop down menu. • This will provide you with a list of all your active referrals  • You can also click on “Client Search” • Type in identifying information in the fields to find your client  • When your client appears at the bottom of the page, click over their name and then select “Edit” to be taken to the referral

<table>
<tr><th>Question</th><th>Answer</th></tr>
<tr><td>7) How do I change the rehab setting type?

Note: There are different scenarios that can occur where you will need to change the rehab setting type</td><td>a) What do I do if a patient/ family changes their choice of rehab facility and does not wish to proceed with a referral?
You will need to cancel the referral
Go to the Send and Manage tab
Click on the Red X next to the specific rehab site you want to cancel the referral


Once clicked, a pop up will appear
Select the reason for canceling, and enter a comment
Click Continue
The status of the referral will show it has been cancelled
b) How do I switch the Rehab Setting Type for <u>all</u> referrals i.e. if I initially referred to one type of rehab but realize the patient should be referred to different type of rehab, e.g. initially referred to HIR, but now need to refer to LIR
Cancel the existing referrals to <u>all</u> rehab sites (see above)
Go back to the Supplementary Tab to update the information and select the correct rehab setting type
Go to the Client choice and select the relevant rehab programs
Go to Send and Manage Referrals and send to the appropriate rehab sites.
c) If a patient was referred for a specific rehab program type (HIR/LIR/OPR), but <u>ONE</u> rehab program wants to offer an alternative rehab program (HIR/LIR/OPR), how do I change the rehab setting type for just <u>ONE</u> rehab facility if I want to refer to this alternative program?
Discuss with patient and family option of alternative rehab program, obtain consent for submission of the alternate referral
Cancel the initial rehab program type (HIR/LIR/OPR) for the <u>one</u> rehab program
Select the specific alternative rehab program and use the Override Function in order to submit the referral

</td></tr>
<tr><td>8) How do I indicate a second stroke has occurred after the original referral was sent and the patient is still in my organization?</td><td>Deactivate/cancel the initial referral/s you had sent to all rehab sites
Update new information on relevant tabs including date of the new stroke and associated deficits
Send new referrals to the appropriate rehab setting type</td></tr>
</table>

Question	Answer
9) My patient is medically unstable or no longer rehab ready. What do I need to do?	• From the Client Details tab, select “Place on Hold”, as seen below, • Complete the pop up by selecting a Reason and add in Comments • Submit by clicking on “Place on Hold” at the bottom right of the pop up • If the patient is ON Hold for > 1 week, you should cancel the referral/s and resubmit to the appropriate rehab setting when the patient is rehab ready 
10) What is the override function used for in the Client Choice tab?	• When the patient care needs do not match with the referral destination, Details will be seen under Match Status in the Send and Manage Referral tab. This indicates the sender cannot select this specific rehab site to send the referral to • If however the sender was able to have a conversation/consultation or further information was provided to the rehab site, and rehab agrees they would consider the referral, the sender can override this option. This should not be done unless the rehab site has been given the go ahead. • Indicate reason for override and submit referral 
11) How do I start a new stroke referral for a patient who has been re-admitted, or is already in the system from a previous admission at another organization?	• Search for client, select client from your search list. Then select the blue button “Edit”  • You will be able to then select “Start New Referral” (do not use “Select Existing”)  • Begin completing the new referral with updated medical and functional information • There will be some fields prepopulated with information from the previous referral. Ensure you review all existing information for accuracy and update where appropriate

Question	Answer
12) I have a patient who was confirmed to be admitted to Rehab 1. What do I do if I receive another bed offer from Rehab 2?	• If the day of admission to Rehab 2 is same day/next day as Rehab 1, then admission to Rehab 1 remains • If day of admission to Rehab 2 is earlier than Rehab 1, then you are able to proceed with Rehab 2 admission if you have discussed and confirmed with the patient/ family - You will need to inform Rehab 1 about this change as soon as possible (Rehab 1 will need to break the match so Rehab 2 is able to admit the patient in the system)