

How to reject a referral in a Pending Acceptance status.

1. Navigate to **Referral Management** from the top banner bar.



2. Select the correct referral with a **Pending Acceptance** status. Open the Referral Case details by clicking in the white area of the row the patient's name is on (e.g. where the

Referral Management $ imes$ +											
Worklist Thrombosis Clinics SCS (Receiving)											
Patient	Requeste	Last Upd	Status	Priority							
ZZREHAB, WQMREFER 64 M		28/09/2024	Pending Accepta	Urgent (withi							
TESTTHROMBO, JEN 40 yrs F		28/09/2024	Pending Accepta	Standard							
TEST, LEZLIE 54 yrs F	28/09/2024	10/10/2024	Accepted	Standard							
SYSTEMTEST, HIMTEN 35 M :	28/09/2024	28/09/2024	Accepted	Urgent (withi							

star icon is).

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3. Ensure the Worklist is correct (click the dropdown caret and select appropriate worklist)

Worklist Thrombosis Clinics SCS (Receiving)	×
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4. Select Reject to reject the referral or indicate that a referral sent was rejected.

Patient, Test 5 yrs Female DOB: OCT 26, 2013 MRN: 10000655 FIN: 20000670			
Please Accept or Reject the referral.		Accept	Reject
Substatus: Pending Review Edit Clear	📥 Unassigned	Assign to m Case Numb	er: 12062

5. Enter a codified rejection reason, and, optionally, a free-text rejection reason. The system updates the status of the referral to Rejected.

Reject Reason	
*Reason	
	~
Comment	
	~
	· · · · · · · · · · · · · · · · · · ·
	Submit Cancel







6. Now you inform the provider of the rejection reason, a provider letter would be used. Click on the black dropdown next to **Communicate** and select **Provider Letter.**

Task Edit View Patient Chart Links Notifications Options	Current Add Help	
🗄 🚰 Home 🔉 Multi-Patient Task List 🖃 Message Centre 🛔 Patient List 🔮	🛿 Staff Assignment 🌃 Dynamic Worklist 🌃 MyExperience 🌃 Group No	te 🌃 Referral Management 🌃 Order Tra
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TEST, LEZLIE ×		
TEST, LEZLIE Admin Sex:Female *Code Status: <no available="" data=""></no>	MRN:11001524 A DOB:02/Oct/1970 A Isolation: <no available="" data=""> A</no>	llergies: No Known Allergies, No K ge:54 years lerts:No Alerts Documented
Menu 🕴 < 👻 🏫 Orders		









7. Search for and select a provider from the Search for Provider list, or select a provider from the Favorite or Recent Recipient tab. If you need to manually enter a recipient's click **Add Freetext Recipient**. The provider is added to the Recipient list.

Provider Letter Recipients	×	
Select Provider PCP Referring Physician Declined, Provider NHS Test01, Physician - Medical Oncology/Haematology		ıy Re Lo
Search for Provider Internal		Clin 18:14:00] `
Favorite (0)		
Favor Prefix First Name Last Name Credentials Mode Details		
There are no items to show.		
Recipient Favor Primary Prefix First Name Last Name* Credentials Mode Details* More	Recipient	
There are no items to show.		
Other Actions	Å	
Comments:		ence Range
(Limit 255) *Not Printed On Letter		
ОК	Cancel	

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8. Select a cell from the Recipient list and update the provider's information as needed.

Provider Letter Recipients							×
Select Provider PCP Declined, Provider Search for Provider Internal V	Referring Physician NHS Test01, Physicia	nn - Medical Oncology/H	laematology				
Favorite (0)							
Favor Prefix First	Name La	ist Name	Credentials	Mode	Details		
Recipient						Add Freetext F	lecipient
Favor Primary Prefix	First Name	Last Name*	Credentials	Mode	Details*	More	Delete
* 2	Physician - Medical On	NHS Test01		Fax	~		×
				Fax Inbox			
Other Actions	*:						٥°
(Limit 255) *Not Printer	d On Letter						
						ОК	Cancel

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9. Click **OK**. The Create Letter dialog box is displayed and you can input why the referral was rejected. When complete select **OK** to send the provider letter.

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