

REFERRAL: SENDING AN EXTERNAL REFERRAL

HOSPITAL INFORMATION SYSTEM (HIS)

REFERRAL: SENDING AN EXTERNAL REFERRAL

1. Find the patient and click on the row to expand the case details
2. In the upper right-hand corner click “Start Referral”
3. If the provider didn’t specify where to send the referral or more information is needed, on the Summary tab click “Edit” and fill in any of the missing information
4. To “Edit” the referral information 1st click in the box where the patient name is. Then click on the edit button in the right corner. This will allow you to edit the patient information in the referral. Once information is edited click save.

Click in the box with the patient name but not on the patient name

Referral	Referred By	Referred To	Assigned To	Requested Ser.	Indicators	Insurance	Status	Priority	Last Updated	Requested Sta...	Service By Date
ITWVO, NEPHROSTOMY 75 yrs M	NHS Test01, Rad... 01/08/2024 10:14			Hematology (Mal... Restarting antico...		MINISTRY OF HE...	Not Started	Standard	01/08/2024 10:14	01/08/2024	
...	NHS Test01, Phys... 29/07/2024 11:52	Newport Centre PCS		Mental Health Add... requires inpatient...		GREEN SHIELD	Accepted	Standard	29/07/2024 15:34	29/07/2024	
...	NHS Test01, Phys... 10/07/2024 13:58	Medical Oncology		Medical Oncology test		MINISTRY OF HE...	Pending Acceptance	Standard	29/07/2024 14:54	10/07/2024	
...	NHS Test01, Phys... 16/05/2024 13:00	Niagara Medical G... Gaisie, Roxan		Family Medicine transition of care		BENTRUST MANA...	Sent	Standard	29/07/2024 14:53	16/05/2024	
...	NHS Test01, Phys... 16/05/2024 13:02	Niagara Medical G... Gaisie, Roxan		Family Medicine transition of care		BENTRUST MANA...	Sent	Urgent (within 72...	29/07/2024 14:52	16/05/2024	

ITWVO, NEPHROSTOMY
75 yrs Male DOB: 08 DEC 1948 MRN: 11003062 FIN: 22-003625

This referral has not yet been started. Click the 'Start Referral' button to prepare for sending. [Start Referral](#)

Status: **Not Started** [Edit](#)
Substatus: -- [Edit](#) [Unassigned](#) [Assign to me](#) [Assign](#)
Case Number: 68881

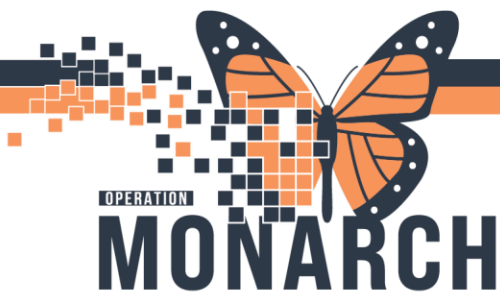
Summary | Comments | Documents | Insurance | Scheduling

Case Details [Edit](#)

Medical Service	Referral Reason	Codified Reason	Treatment to Date	Referral Type
Hematology (Malignant)	Restarting anticoagulant/antiplatelet medications	--	--	--
Refer from Provider	Refer from Location	Referral Written Date	Requested Start Date	Service By Date
NHS Test01, RadNet - Radiologist	St. Catharines Site/SC 28B	08/01/2024	08/01/2024	--
Refer to Provider	Refer to Location	Priority	Instructions to Staff	Order Comment
--	--	Standard	Referral to Thrombosis Service	--

Patient Information

Preferred Method of Contact	Home Phone	Mobile Phone	Business Phone	Home Address
--	--	555555555	--	123 ITWVO TEST DRIVE WELLAND, Ontario L3C5H5



REFERRAL: SENDING AN EXTERNAL REFERRAL HOSPITAL INFORMATION SYSTEM (HIS)

Status: Not Started Edit
Substatus: -- Edit
Unassigned Assign to me Assign
Case Number: 6888

Summary Comments Documents Insurance Scheduling

Case Details

*Medical Service Hematology (Malignant)	*Referral Reason Restarting anticoagulant/antiplatelet medications	Codified Reason [...]	Treatment to Date [...]	Referral Type [...]
Refer from Provider NHS Test01, RadNet - Radiologist	Refer from Location St. Catharines Site/SC 288	Referral Written Date 08/01/2024	Requested Start Date 08/01/2024	Service By Date MM/DD/YYYY
Refer to Provider Not Specified	Refer to Location --	*Priority Standard	Instructions to Staff Referral to Thrombosis Service	Order Comment --

Cancel Save

4. If you decide you need to send the referral outside of the health system, when searching for a provider select “External” and choose a provider

Provider Search

Search: |

Qualifiers:

Search by: Practice Distance: --

Include external practices

5. Go through each tab and add the appropriate details

6. Once you have the information needed, click “Generate”

7. Since you are sending this referral outside of the organization, you are prompted to go to PowerChart and create a letter (follow provider letter tip sheets)

Medical Service
Geriatrics

Refer from Provider
CERNER, CERNER CERNER

Refer to Provider
--

Patient Information

Referral Reason
Test

Refer from
OPD Medi

Refer to L
ANNA MA

Codified Reason
--

Treatment to Date
--

Provider Letter

Please access PowerChart to create a Provider Letter and then manually update the status of the referral after the letter is sent.

OK

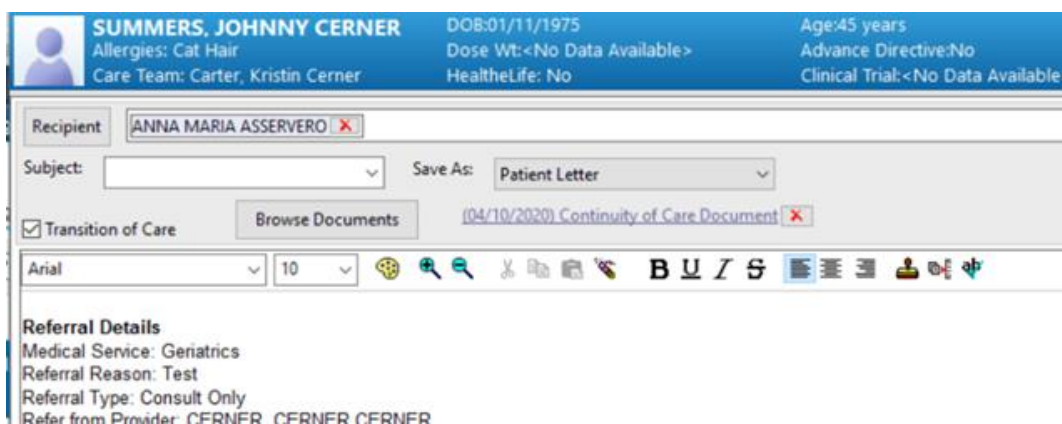
8. Navigate to PowerChart and click “Referral Management”

PowerChart Organizer for Cerner Test, Practice Management - Clerk Cerner

Task Edit View Patient Chart Links Navigation Help

Home Tracking Board Message Center Invitations Multi-Patient Task List Patient List Referral Management

9. Find your patient on your originating list, open the case and click “Generate” again
10. A Provider Letter will automatically pop up with the case information populated and a Continuity of Care Document attached



SUMMERS, JOHNNY CERNER DOB:01/11/1975 Age:45 years
 Allergies: Cat Hair Dose Wt:<No Data Available> Advance Directive:No
 Care Team: Carter, Kristin Cerner HealthLife: No Clinical Trial:<No Data Available>

Recipient: ANNA MARIA ASSERVERO X

Subject: [Dropdown] Save As: Patient Letter [Dropdown]

Transition of Care Browse Documents (04/10/2020) Continuity of Care Document X

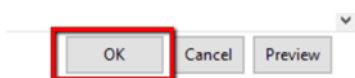
Arial [Dropdown] 10 [Dropdown] [Icons] B U I S [Icons]

Referral Details
 Medical Service: Geriatrics
 Referral Reason: Test
 Referral Type: Consult Only
 Refer from Provider: CERNER CERNER CERNER

11. The physician you are referring to will automatically pull into the Recipient field with their contact information. Click “Recipient” to review the information.
12. If the provider is set up for direct messaging, the message will be sent to their inbox. If the provider’s fax was provided, then it will be faxed to them. If the provider only had an address on file, then the letter will print out and needs to be mailed.

Note: Auto Faxing is only available if the fax number has been verified by ICT. Please see Provider Letter Tip Sheet for information on “fax verification process”.

13. Once you have the information needed within the letter, click “Ok” to send it



OK Cancel Preview

14. You will manually update the status of the case once you hear back from the receiving office



REFERRAL: SENDING AN EXTERNAL REFERRAL HOSPITAL INFORMATION SYSTEM (HIS)

Status: **Sent** [Update Status](#)
Case Number: 8025

Summary

Case Details

Medical Service
Geriatrics

Update Status

* Status

- Cancelled
- Closed
- On Hold
- Pending
- Prepare Send
- Scheduled

*****HCCSS/Ontario Health at Home-***** Staff are still required to fill out paper forms from the agency for referral management*****