

REFERRAL HOSPITAL INFORMATION SYSTEM (HIS)

ORGANIZATION: REFERRAL: RECEIVING AN INTERNAL REFERRAL

- 1. Find the patient and click on the row to expand the case details
- 2. In the upper right-hand corner click either "Accept" or "Reject"

3. If you reject a case, the referring office will see a status of "Rejected" and take the appropriate actions on it

4. If you accept the case, you will start working the referral

	×
MRI	N: 6437
Accept	Reject

5. In the summary tab, review the information from the referring office. If they didn't specify a specific provider and you would like to assign one, edit the case.

Summary Co	omments	Documents	Insurance	Scheduling				e
Case Details								Edit
Medical Service		Referral I Sleep Ap	Reason		Codified Reason G47.30 - Sleep appea, unspecified	Treatment to Date	Referral Type Consult Only	

6. Next, review the Comments, Documents and Insurance tabs

7. On the Insurance Tab, you will see a message that says the authorization has been copied to the person or encounter level and cannot be modified. If you need to update the authorization information, you will navigate to the person's registration view and make the update there.

Authorization				
Authorization Number 1234567	Authorization Type Authorization	Authorization Status Approved	Number Authorized 3	Begin Date
End Date	Contact Name	Contact Phone		
-	-			
Authorization cannot be modified	d from the referral after it has been copie	ed to the person or encounter. The authoriz	ation information on the referral may not	be the most up to date version.

8. Once you have the information you need, navigate to the Schedule Tab and click "New Appointment"

Summary Comments Documents Insurance Scheduling	e
Associated Appointment	
No Appointment Associated	
	New Appointment







REFERRAL HOSPITAL INFORMATION SYSTEM (HIS)

- 9. That will take you to your schedule view where you will schedule the appointment like normal
- 10. Once you have confirmed the appointment, go back to your Referral Management View

11. Within the schedule tab, click the refresh button and you will see the scheduled appointment associated to the case

Summary Comments	Documents Insurance	Scheduling (1)				
Associated Appointment						
Date/Time	Appointment Type	Location	Resource	Duration	Status	
04/09/2020, 12:00 PM	OPD Established Patient	OPD GI 30 minutes Confirmed				
You can remove the appointment associated to the referral by highlighting it in the table and clicking the 'Disassociate' button.						

12. If you had already scheduled an appointment for this patient, it will show in the Confirmed Appointments section. Instead of clicking "New Appointment", you can select the existing appointment from the list and associate it to the case

Confirmed Appointments							
Date/Time	Appointment Type	Location	Resource	Duration	Status		
04/16/2020, 01:00 PM	APS Established Patient	APS BrstSrg Pgh	Castaldi, Maria T MD	15 minutes	Confirmed		
04/16/2020, 02:00 PM	APS Established Patient	APS BrstSrg Haw	Castaldi, Maria T MD	15 minutes	Confirmed		
You can associate an appointment to the referral by highlighting the appointment in the table and clicking the 'Associate' button Associate' As							

13. After an appointment is attached to the case, the status will show as "Scheduled" with the date and time of the appointment. If the patient no shows or cancels the appointment, the status will update to "Pending Reschedule".

Indic	Patient	Insurance	Referred By	Requested Service	Referred To	Status
	45 yrs M DOB: Jan 11, 1975	% AETNA	Cerner Test, Physician 4/3/2020 12:29pm	Pulmonology Sleep Apriea	OPD Pulmonary	Scheduled 4/9/2020 12:00pm

14. When the patient arrives for the appointment and is checked in, the status of the referral will update to "Patient Seen".

15. Attach necessary documentation to the case and update the status of the case to "Complete"

MRN: 6437 FIN	: 63074785
	Complete
💄 Unassigned Assig	n to me Assign

16. The referring office will review the documentation and update the status to "Closed



