

Documentation – Message Centre Internal Referral Rejection



Digital Health
CONNECTING BEST CARE

Digital Health
Quick Reference Guide

This Quick Reference Guide will explain how to:

Use Message Centre to notify the administration team of a rejected internal specialist clinic referral



Important

- Refer to **Administration – Internal OP Referrals Triage QRG** for details on how to triage internal specialist clinic referrals
- This workflow only applies to internal referrals, the external referral triaging process is unchanged

Identify Rejected Referrals

There are two options to view Rejected Referrals on the Referrals OP Triage Page in PowerChart

1. Editing an existing triage list
2. Creating a Rejected Referral List

Edit Triage list Method

1. Click on List Maintenance
2. Identify the triage list you wish to update, under **Action**, select *Edit*
3. Change the **Referring Status** from *Triage Required* to *Rejected*
4. Click
5. Refresh page for list to load

Referral List: random

Action

[Delete](#) | [Edit](#) | [Copy](#)

Referring Status:

- All (No filters applied)
- *Waitlist Routine < 365 Days
- *Waitlist Routine < 90 Days
- *Waitlist Urgent < 30 Days
- Rejected**
- Triage Required

Create a Rejected Referral List Method

You can set up a list to see all your rejected referrals across all the services you triage

1. Click on List Maintenance
2. Click on
3. Enter a name for your list
4. Under **Locations**, check the box next to the site you want to triage for, or select *All* to triage all sites
5. Under **Services**, check the box next to the service to triage

Create List

List Name: Date Period:

Locations:

- All (No filters applied)**
- Footscray
- Sunbury Day
- Sunshine
- Williamstown

Services:

- All (No filters applied)**
- AH Audiology
- AH MDCC Infant Care
- AH Neuropsychology
- AH Neurosurgery Adv Physio
- AH Nutrition
- AH Nutrition Diabetes



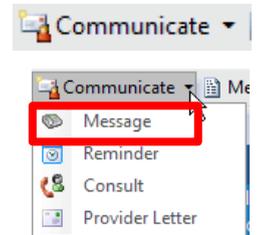
- Under **Referring Status** select *Rejected*
- Click and refresh page for list to load

Referring Status:

- All (No filters applied)
- *Waitlist Routine < 365 Days
- *Waitlist Routine < 90 Days
- *Waitlist Urgent < 30 Days
- Rejected**
- Triage Required

Message Centre Rejected Referrals

- Click on the patient required
- From the patient chart, navigate to **Communicate**
- Click on the arrow and select **Message**
- *Note that the Patient details have populated into the message



Select the binoculars  next to To:

To:

- Type in the referrer name

Type a name or select from list:

- Select the referrer from the list and click

- Referrer name will appear in Send to box

Send to

Name
CERNER, CERNER

- Click

- Follow steps 5-8 for CC: and copy to head of unit/service

- Change Personnel to Pool

Personnel Pool Distribution List

- Type in the name of the relevant administration Pool to send the message to



Handy Hint

Type * in the search book to view a list of all available pools

- Repeat Steps 7 – 9

- Ensure Save to Chart is selected

Save to Chart

- Select the arrow next to Subject, and select Internal Referral Rejection

Subject:

- General Message
- Internal Referral Rejection**
- ISBAR
- Phone Message

- Complete the message

Subject:

Message

Arial

Date of Referral: 01/02/23

Reason for Referral: # L ankle

Referred to Speciality: Neurology

Reason for Rejection: Does not meet service criteria

- Click

- The Internal Referral Rejection message will be visible under documents in the patient chart