Scheduling and Referrals - Referral Rejected

Digital Health
CONNECTING BEST CARE

Digital Health
Quick Reference Guide

This Quick Reference Guide will explain how to:

Rejected internal and external referrals

Access the Rejected Referral Worklist

1. Open **Access Management Office (PMOffice)**

2. From left hand side **Worklist** section, click on **Referrals – Rejected Follow Up**
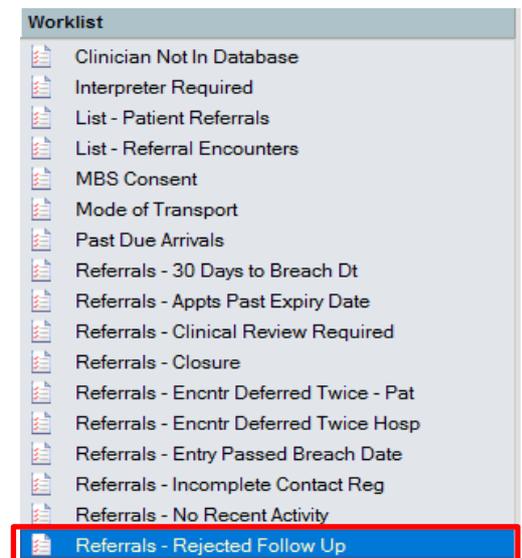
3. Select **Specialty**, click **Move >**, and click **OK**
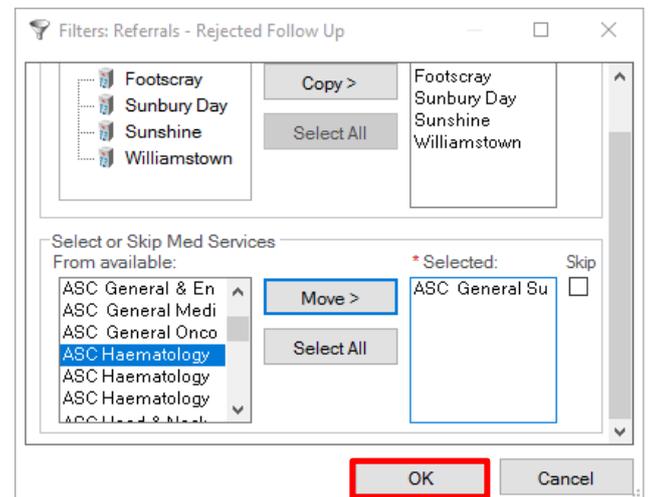
4. **Worklist** will load with patients whose referrals have been triaged as **Rejected**

💡 **Handy Hint**

In the **Referrals – Rejected Follow Up** worklist**,** the **Referral Source** column will indicate if the referral is internal or external.

Western Health

Method 1: Rejecting an External Referral

Once the worklist loads, locate patients with an external referral and fax referral back to referring clinician, then scan referral to BOSSnet. Continue down to Action the Worklist.

Method 2: Rejecting an Internal Referral

Once the worklist loads, locate patients with an internal referral and notify the referring unit via **Message Centre**.

1. Open **PowerChart**

2. From the top menu bar, open **Message Centre**

3. In the **Documents** tab, select **Communicate** > **Message**
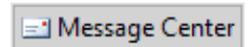
4. **New Message** window will appear, fill in the below fields
   - **Patient:** Add patient
   - **To:** Add Medical Service Pool
   - **CC:** Add Referring Clinician & Head of Unit
   - **Save to Chart** is ticked

5. Change the **Subject** > **Internal Referral Rejection**

6. In the **Message** field, fill in the fields and click **Send**

Action the Worklist

Once Method 1 or 2 have been completed:

1. From the **Worklist,** right click on patient and select **Referral WL Removal**

2. **Referral WL Removal** conversation will appear, fill in mandatory fields and select **OK**

3. Patient drops off the **Referrals – Rejected Follow Up** worklist