

JOB AID: Sending a Referral Message

When sending a referral message, you must attach it to the specific referral and patient you are referencing to route it to the correct department that can help.

Option 1:

1. From the home screen, select the member, select referral by member, and click on the ID of the referral being referenced in the message.

The screenshot shows a software interface for a patient named "Test, Dora 'The Explorer'". A navigation menu is open, listing various options. The "Referral by Member" option is highlighted in yellow. Below the menu, there is a section for "Referral by Member" with a "View Option: Show All Referrals" dropdown. A message says "Click on the referral ID to view more information abc". Below that, it says "Search Results: 15 referrals found". A table shows the following results:

ID	Payor
8824407	KP TRICARE PRIME

2. Click on Referral Message

The screenshot shows a software interface for a patient named "Test, Dora 'The Explorer'". A navigation menu is open, listing various options. The "Referral Message" option is highlighted in yellow.

The To: field will auto populate to the correct review services department and attach the specific patient and referral you are inquiring on.

Referral Details > New Referral Message

To: **Priority:**
 High
 Routine
 Low

Subject:

Patient: Test, Dora [02809647]

Referral ID	Referred By	Referred To	Status	Start	Expires
8824407	POPE, BRADLEY	WHITMAN HOSPITAL AND MEDICAL CENTER	CANCEL	12/03/2021	12/03/2022

Note:

3. Update the Subject and complete the comment field. Click Send Message.

To: **Priority:**
 High
 Routine
 Low

Subject:

Patient: Test, Dora [02809647]

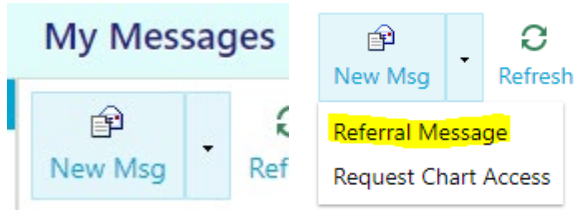
Referral ID	Referred By	Referred To	Status	Start	Expires
8824407	POPE, BRADLEY	WHITMAN HOSPITAL AND MEDICAL CENTER	CANCEL	12/03/2021	12/03/2022

Note:

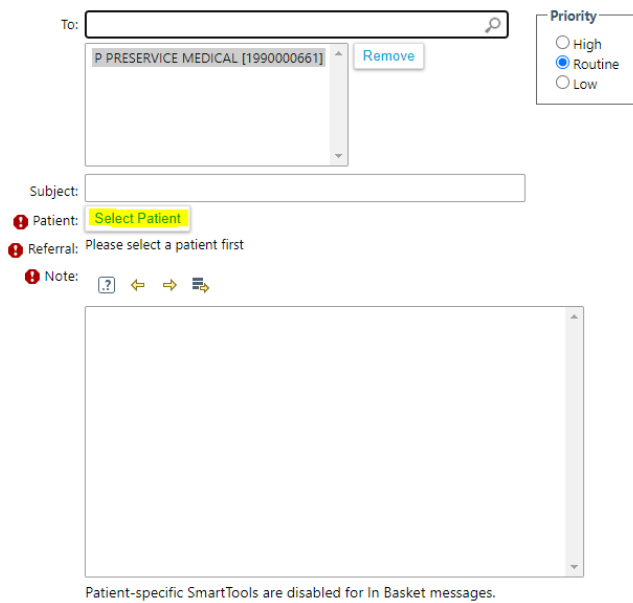
Patient-specific SmartTools are disabled for In Basket messages.

Option 2:

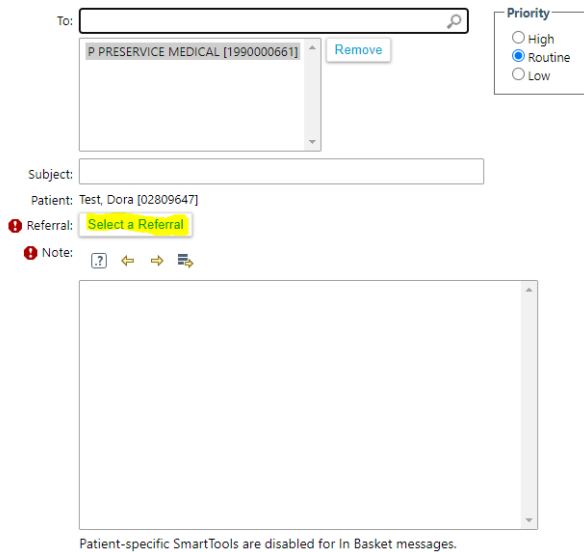
1. From the In Basket, click on New Message or click the arrow beside New Message and choose Referral Message.



2. Click on Select Patient and choose the priority of the message.



3. Click on Select a Referral.



4. Choose the Referral ID you are referencing and click attach.

Referral Message ▸ Referral Select 🖨️ ?

View Option: **Show All Referrals** ▾

Click on the referral ID to view more information about that referral

Search Results: 15 referrals found

ID	Payor	Referred By	Referred To	Status	Start Date	Expiration Date	Creation Date
<input type="radio"/> 8824407	KP TRICARE PRIME	POPE, BRADLEY	WHITMAN HOSPITAL AND MEDICAL CENTER	CANCEL	12/03/2021	12/03/2022	12/03/2021
<input type="radio"/> 7853840	KP TRICARE PRIME	POPE, BRADLEY	General Surgery	CANCEL	05/03/2021	11/03/2021	05/03/2021
<input type="radio"/> 7653204	KP TRICARE PRIME	POPE, BRADLEY	TRI CITY RADIOLOGY INC PS	DENIED	03/19/2021	03/19/2021	03/19/2021

5. Update the Subject and complete the Note field with all specific and relevant information.

To: Remove

Priority

High

Routine

Low

Subject:

Patient: Test, Dora [02809647]

Referral:

ID	Referred By	Referred To	Status	Start	Expires
8824407	POPE, BRADLEY	WHITMAN HOSPITAL AND MEDICAL CENTER	CANCEL	12/03/2021	12/03/2022

Note: ? ← → ≡

Patient-specific SmartTools are disabled for In Basket messages.

6. The To: field will auto-populate to the Review Services department, and the specific patient and referral you are inquiring about is automatically attached. Click Send Message.

To:

P PRESERVICE MEDICAL [1990000661] Remove

Priority

High

Routine

Low

Subject:

Patient: Test, Dora [02809647]

Referral:

ID	Referred By	Referred To	Status	Start	Expires
8824407	POPE, BRADLEY	WHITMAN HOSPITAL AND MEDICAL CENTER	CANCEL	12/03/2021	12/03/2022

Note: ? ← → ≡

Patient-specific SmartTools are disabled for In Basket messages.

✓ Send Message ✗ Cancel