# 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.



2. Click on Referral Message

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



3. Update the Subject and complete the comment field.  Click Send Message.
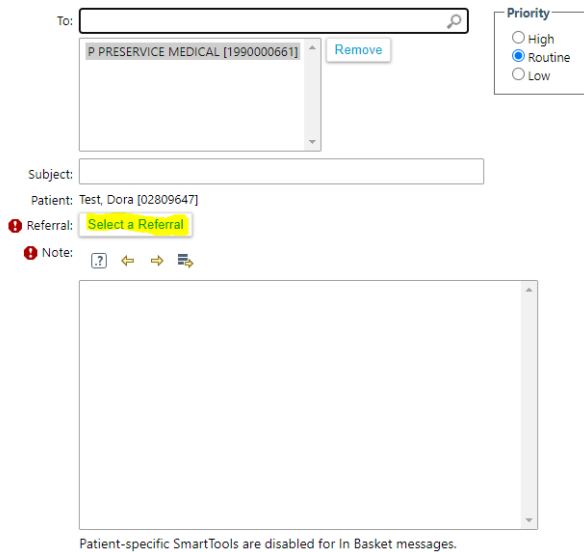
Option 2:

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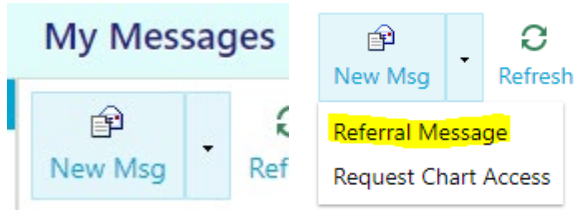


2. Click on Select Patient and choose the priority of the message.
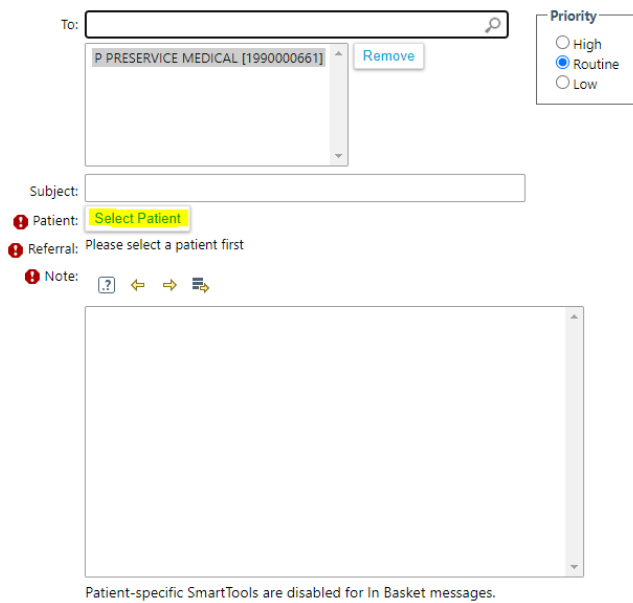


3. Click on Select a Referral.

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



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

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