SeNTReferrals

BPAC clinical solutions

What is Living Referrals?

Living Referrals allows you to update a previously submitted referral by loading the original referrals content, giving you the ability to include additional information, or withdraw the referral. This functionality is currently only available to services provided by the Hunter New England Local Health District. Referrals created prior to the rollout of this feature will not be Living Referrals.
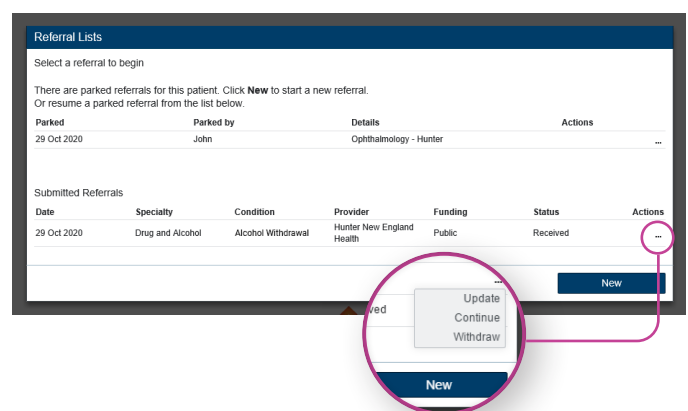
Living Referrals list

The **parked referrals** screen will now contain a list of previously submitted referrals that you can re-submit.

To perform an update or a continue, identify the referral you want to resubmit and select the ellipsis on the right hand side of the window in the '**Actions**' column.

This will display a dropdown list with the **update**, **continue** and **withdraw** options.

Previously submitted referrals will be in one of two states – **processing** or **received**. You will only be able to re-submit **received** referrals.

Updated referral form

After you have selected the update option the **referral form** will load. You will notice two new accordions at the top of the form.

Use **Referral Action** ❶ to identify why you are changing the existing referral.

Referral History ❷ gives you an overview of the previous actions performed to the referral.
- Action identifies what was done to the referral to date.
- Status identifies the most up to date state of the referral for each action.

Update, continue or withdraw?

Perform an **update** when you want to add additional information to an existing referral. This could be due to a deterioration in your patient's condition or there has been a request for additional information.

Create a **continued referral** when your patient's current referral is reaching the end of its funded lifetime and requires an extension.

Withdraw to cancel a referral in the event of patient death or due to the patient's request.