

# Requesting Further information (RFIs)

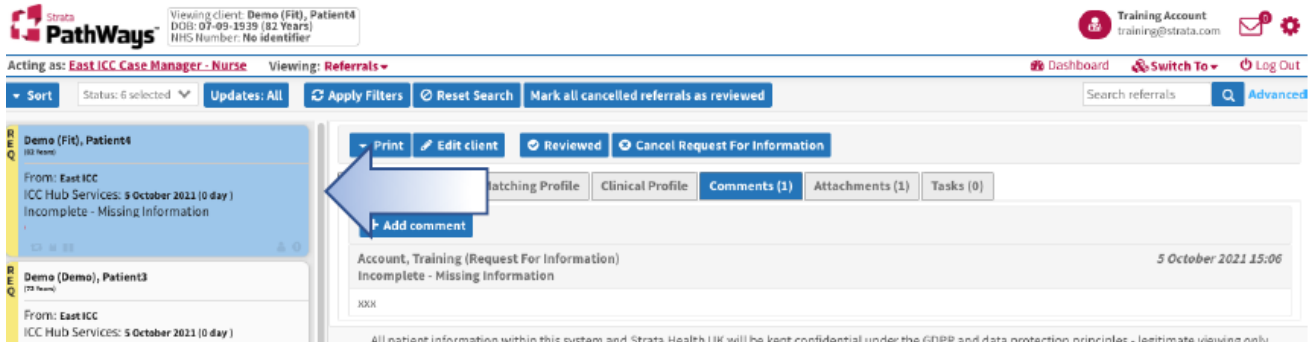
If further information to help you to assess the referral is required, click on Request for Information (RFI).

The screenshot shows the Strata Pathways web application. At the top, it indicates the user is acting as 'East ICC Case Manager - Nurse' and viewing 'Referrals'. On the left, there are two patient cards: 'Demo (Fit), Patient4' and 'Demo (Demo), Patient3'. The main area displays a list of referrals with columns for Name, Category, Description, Added by, and Date. A blue arrow points to the 'Request For Information' button in the top action bar, which is also circled in blue. Below the button bar, there are tabs for Updates, Details, Matching Profile, Clinical Profile, Comments (0), Attachments (2), and Tasks (0). The 'Attachments' tab is active, showing a table with one row: 'Medication Chart .pdf' added by 'Account, Training' on '5 October 2021 13:15(modified)'. A footer note states: 'All patient information within this system and Strata Health UK will be kept confidential under the GDPR and data protection principles.'

The Request for Information box will open. Enter the Reason and a Comment and click the Request for Information button. This will return the referral to the original sender for further information.

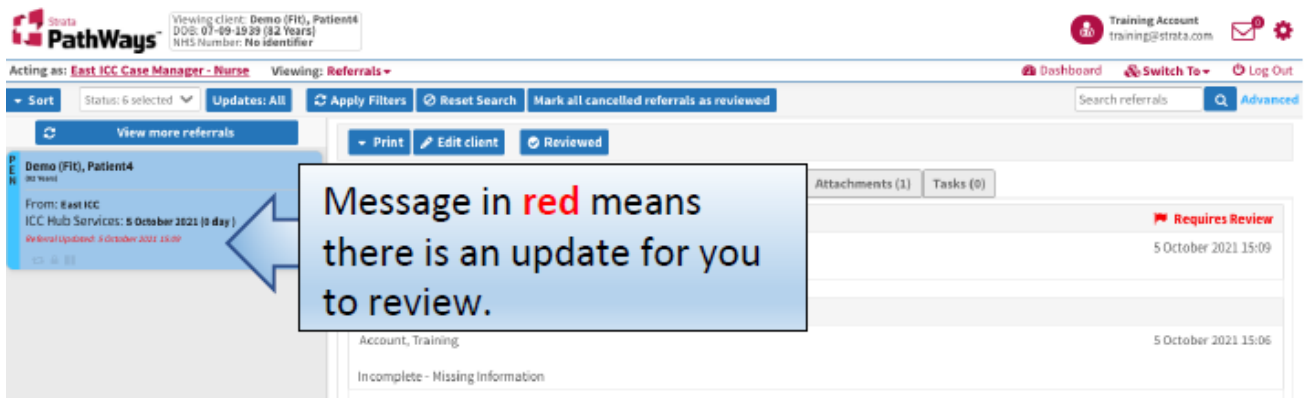
The screenshot shows a 'Request For Information' dialog box. It has a title bar with a close button. Below the title bar is a section titled 'Request For Information Details'. This section contains two input fields: 'Reason: \*' and 'Comment: \*'. Both fields have dropdown menus open, showing a list of options. The options are: '- select one -', 'Clarification required of jargon', 'Contact Information required', 'Incomplete - Contact Information Required', 'Incomplete - Missing Information', and 'Incomplete - Other'. The dialog box is overlaid on a blurred background of the Strata Pathways interface.

The status Request For information (**REQ**) appears on the referral indicating the request is sent.



When the sender has updated the Request for Information, the referral will return to the status on the Dashboard that the referral was in prior to the Request for Information being sent.

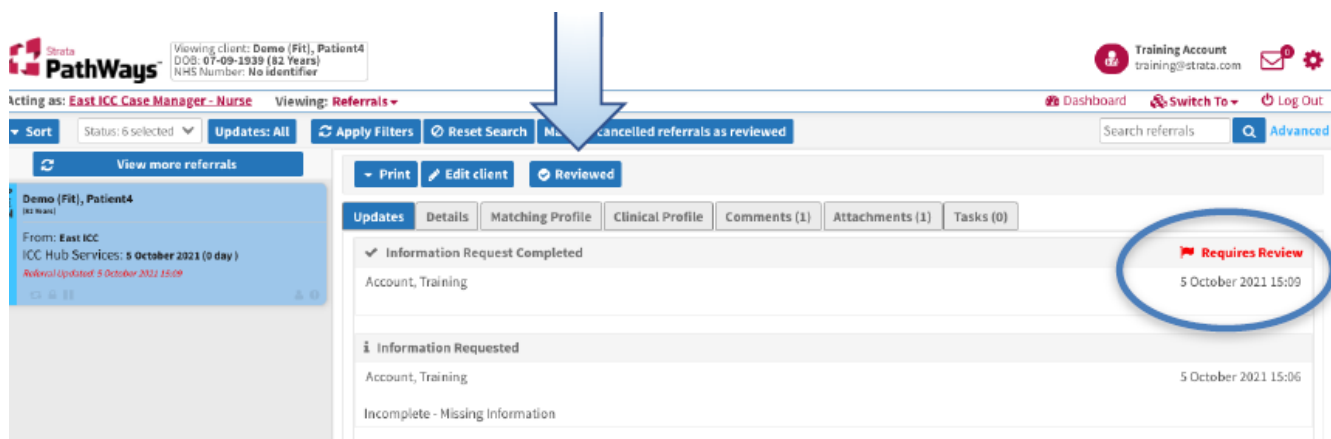
A message appears in RED on the bottom of the referral advising that the referral has been updated: Referral Updated: <Date and Time stamp>.



When you send a Request for Information, an email alert is triggered to the home/person/team that made the referral to you in the first place. Similarly, when they response to your Request for Information you will receive an email to alert you to review the response.

To view the sender's response to your Request for information, click once on the patient record to activate it, it turns BLUE,

The Updates tab opens on the right-hand side of the page and displays in chronological order the dialogue/RFI. Click on Sender Comment Added.



To see the details of the update, click on the Sender Comments to see the response. Once you are happy with the update, select and click the Reviewed button at the top of the page.



The red text “This referral has been updated” message on the client referral tile will now return to black text indicating that the referral update has been reviewed.



## PLEASE NOTE:

Clicking the Reviewed button is an important action as it will mark that you have seen the information. At the same time the Sender will be able to see that you have reviewed their response to your RFI.

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=323>