Requesting Further information (RFIs)

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

	Strata PathWays Viewing client: Dem DDB: 07-09-1939 (8 NHS Number: No id	o (Fit), Pat 2 Years) entifier	ent4						
ļ	Acting as: East ICC Case Manager - Nurse	/iewing: F	teferrals +						🙆 Dashboard
	✓ Sort Status: 4 selected ♥ Updates: A	C	Apply Filters	Mark all cance	elled referrals a	as reviewed			Search
	Demo (Fit), Patient4 ^(12 Years)		▼ Print	🎄 Assign 🍃	Edit client	Seviewed	Received O De	y 🕄 Request For Info	rmation
	From: East ICC ICC Hub Services: 5 October 2021 (0 day)		Updates	Details Ma	tching Profile	Clinical Prof	ile Comments (0)	Attachments (2)	5(0)
	Referral Updated: 5 October 2021 13:15		Na	ame 🗘	Catego	ory \$	Description 🗘	Added by \$	Date 🗘
	Demo (Demo), Patient3		Medication	n Chart .pdf				Account, Training	5 October 2021 13:15(modified)
q	[22 Years)	- 11	1 of 1 🛛 🗐 🕨						
	From: East ICC ICC Hub Services: 5 October 2021 (0 day) Incomplete - Missing Information Referral Updated: 5 October 2021 13:16		All patie	ent information	within this syste	em and Strata F	ealth UK will be kent con	fidential under the GDPR a	and data protection principle:

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.

cou	nt, Training			
d	Request For Information			
		Request For Information Details		
Αl	Reason: *	- select one -	~	DPR and
L	Comment:*	- select one -		Lutions
L		Clarification required of jargon		dutions.
L		Contact Information required		
		Incomplete - Contact Information Required	- 11	
Ŀ		Incomplete - Missing Information		
		Incomplete - Other		

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

	Viewing client: Demo (Fit) DBB: 07-09-1939 (82 Year NHS Number: No identifie	Patient4	•	raining Account raining@strata.com	₽ \$
A	cting as: East ICC Case Manager - Nurse Viewi	g: Referrals 🗸	Dashboard	🗞 Switch To 🕶	🖒 Log Out
•	Sort Status: 6 selected 💙 Updates: All	C Apply Filters Ø Reset Search Mark all cancelled referrals as reviewed	Search	referrals	ک Advanced
REQ	Demo (Fit), Patient4 H2 Remi	Print 🖉 Edit client 🗢 Reviewed 🗢 Cancel Request For Information			
	From: East ICC ICC Hub Services: 5 October 2021 (0 day) Incomplete - Missing Information	atching Profile Clinical Profile Comments (1) Attachments (1) Tasks (0)			
REQ	Demo (Demo), Patient3	Account, Training (Request For Information) Incomplete - Missing Information		5 October 20	021 15:06
	From: East ICC ICC Hub Services: 5 October 2021 (0 day)	30X All nationt information within this sustam and Strate Health LIK will be kent confidential under the GDPP and date or	maction principle	c . locitimato viovi	na onlu

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.

Viewing client: Domo (Fit), P DOB: 07-09-1339 (B2 Years) HitS Number: No identifier Acting as: East ICC Case Manager - Nurse Viewing	atient4	Training Account training@strata.com
▼ Sort Status: 6 selected ♥ Updates: All	C Apply Filters Ø Reset Search M. cancelled referrals as reviewed	Search referrals Q Advanced
View more referrats Demo (Fit), Patient4 In twal From: East ICC ICC Hub Services: 5 October 2021 (0 day) Advoidpotated 5 October 2022 (509 CO E 11 A 0	Print Edit client Reviewed Updates Details Matching Profile Clinical Profile Comments (1) Attachments (1) Tasks (0) Information Request Completed Account, Training Information Requested Account, Training Incomplete - Missing Information	5 October 2021 15:06

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.

✓ Print ✓ Edit client ✓ Reviewed
red text "This referral has been updated" message on the client referral will now returns to black text indicating that the referral update has been ewed.
Demo (Fit), Patient4 (82 Years)
From: East ICC
ICC Hub Services: 5 October 2021 (0 day)
Referral opulated. 5 October 2021 15:05

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