

Deny a Referral

The process is the same to Deny a Referral. After reviewing the referral, if you wish to Deny it, click on Deny.

The screenshot shows a web application interface for managing referrals. At the top, it indicates the user is acting as 'East ICC Case Manager - Nurse' and viewing 'Referrals'. The interface includes a navigation bar with options like 'Dashboard', 'Switch To', and 'Log Out'. Below this, there are filters and a search bar. The main content area is divided into two columns. The left column displays a list of referrals, including 'Demo (Fit), Patient4', 'Demo (Demo), Patient133', and 'Mr Demo (Demo), Patient2'. The right column shows a detailed view of a referral, with tabs for 'Updates', 'Details', 'Matching Profile', 'Clinical Profile', 'Comments (2)', 'Attachments (1)', and 'Tasks (0)'. The 'Deny' button is circled in red.

And complete the window that opens, by adding a deny reason with the drop-down arrow. Add a comment and then click Deny.

The screenshot shows a 'Deny' dialog box with a close button (X) in the top right corner. The dialog is titled 'Deny' and contains a 'Deny Details' section. The 'Denied date' is set to '8 October 2021 10:45'. The 'Reason' field is marked with a red asterisk and has a dropdown menu open, showing the following options: '- select one -', 'Criteria not met for service', 'Duplicate', 'Information inaccurate', 'No further rehab potential', and 'Not appropriate'. The 'Comment' field is also present and has a dropdown menu open with the option '- select one -'. At the bottom left of the dialog, there is an information icon and the text 'Information Requested'.

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=324>