

How to Update a Referral with a Location Change



There are two fields that must be updated when a patient has been relocated.

These fields are the **Referral Owner** and the patient's **Current Location**.

This is done from within the referral form, therefore, first search for and open the patient's referral.

Viewing client: Demo, Patient 1
Date Of Birth: 01.12.1980 (M) Male
Identifier: 0 No Identifier

Acting on: STRATA TRAINING WARD

All tabs are complete. You may visit [Send and Manage Referrals](#) tab.

Client Details | Referral Information | Medical History | Additional Information | Referrer Details | Triage

[Client Information](#) | [Uploaded Files \(0\)](#) | [Send and Manage Referrals](#)

[Profile Report](#) | [Profile History Report](#) | [Print Client](#) | [Release Record](#) | [Save](#)

Care Type	Transfer of Care Referral (manage)	Delay
Name	Demo, Patient 1	Disable
NHS Number	No Identifier	Deconstruct
Mosaic ID	4842657890	
Risk Number		
Local ID		
Care Coordinator	<input type="radio"/> Show All <input checked="" type="radio"/> Filter by STRATA TRAINING WARD <input type="text" value="Strata, Trainer"/> Remove Responsible Person	
Other Interested Parties	<input type="text" value="Type at least 2 characters to search"/> Add me to Other Interested Parties	
Service Provider	STRATA TRAINING WARD	
Profile Status	Complete - Sent	
In Process Date	26 April 2023 11:41 📅	
Last Assessed Date	8 December 2022 📅	

[Release Record](#) | [Save](#)

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Referral Owner

The first field to update is the **referral owner**.

The current referral owner is the team/service responsible for updating this field to the patient's new ward/location, prior to relocating the patient.

This field is located on the Client Details tab and is called the **Service Provider** field.

Scroll down until you reach this field and delete the Service Provider listed, then begin to type the new location.

Care Coordinator	<input type="radio"/> Show All <input checked="" type="radio"/> Filter by STRATA TRAINING WARD <input type="text" value="Strata, Trainer"/> <input type="button" value="Remove Responsible Person"/>
Other Interested Parties	<input type="text" value="Type at least 2 characters to search"/> <input type="button" value="Add me to Other Interested Parties"/>
Service Provider	STRATA TRAINING WARD
Profile Status	Complete - Sent
In Process Date	20 April 2023 11:40 <input type="button" value="Calendar"/>
Last Assessed Date	8 December 2022 <input type="button" value="Calendar"/>

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This is a smart field; the system will display locations for you to select based on the first three characters typed.

Care Coordinator	<input type="radio"/> Show All <input checked="" type="radio"/> Filter by STRATA TRAINING WARD <input type="text" value="Strata, Trainer"/> <input type="button" value="Remove Responsible Person"/>
Other Interested Parties	<input type="text" value="Type at least 2 characters to search"/> <input type="button" value="Add me to Other Interested Parties"/>
Service Provider	<div style="border: 1px solid #ccc; padding: 2px;"> Strata </div> <div style="border: 1px solid #ccc; padding: 2px; background-color: #f0f0f0;"> STRATA Demo Ward </div> <div style="border: 1px solid #ccc; padding: 2px; background-color: #f0f0f0;"> STRATA TEST WARD </div> <div style="border: 1px solid #ccc; padding: 2px; background-color: #f0f0f0;"> STRATA TRAINING WARD </div>
Profile Status	
In Process Date	
Last Assessed Date	

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Once updated the new referral owner's ward/location will display in the field. Click Save.

Core Coordinator	<input type="radio"/> Show All <input checked="" type="radio"/> Filter by STRATA TRAINING WARD <input type="text" value="Strata, Trainer"/> <input type="button" value="Remove Responsible Person"/>
Other Interested Parties	<input type="text" value="Type at least 2 characters to search"/> <input type="button" value="Add me to Other Interested Parties"/>
Service Provider	STRATA Demo Ward 
Profile Status	Complete - Sent
In Process Date	26 April 2023 11:41 
Last Assessed Date	8 December 2022 



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Current Location

The **second** field to update is the patient's new **Current Location**.

This field is updated by the ward/location to which the patient is being relocated when the patient arrives.

This field is located on the **Demographics** tab.

<input checked="" type="checkbox"/> Client Data	<input checked="" type="checkbox"/> Demographics	<input checked="" type="checkbox"/> GP Details	<input type="checkbox"/> Referral Information	<input type="checkbox"/> Referrer Details	<input checked="" type="checkbox"/> Triage	<input checked="" type="checkbox"/> Uploaded Files (1)	<input type="checkbox"/> Send and Manage Referrals
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To do this, scroll to the last field on the page, where it says **Current Location**.

Next of Kin / Emergency Contact Details			Top
Next of Kin Name	Address	Telephone number	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Mobile number	Relationship / Legal status		
<input type="text"/>	<input type="text"/>		

Next of Kin information is vital for hospital discharges and adult social care referrals. Please provide to avoid delays.

Current Location		Top
Location	<input type="text" value="RCHT - Acute Medical Unit 1"/> <div> RCHT - Acute Medical Unit 1 Phone: 0800 000000 </div>	

Last modified by Strata, Trainer (Administrator) at 4 April 2023 12:54.

[Save](#)

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Delete the location in the field and begin to type the new location.

This is a smart field; the system will display locations for you to select based on the first three characters typed.

Next of Kin / Emergency Contact Details			Top
Next of Kin Name	Address	Telephone number	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Mobile number	Relationship / Legal status		
<input type="text"/>	<input type="text"/>		

Next of Kin information is vital for hospital discharges and adult social care referrals. Please provide to avoid delays.

Current Location		Top
Location	<input type="text" value="Strat"/> <div> STRATA Demo Ward STRATA TEST WARD STRATA TRAINING WARD </div>	

Trainer (Administrator) at 4 April 2023 12:54.

[Save](#)


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Click on the appropriate location and click Save.

Next of Kin / Emergency Contact Details			Top
Next of Kin Name	Address	Telephone number	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Mobile number	Relationship / Legal status		
<input type="text"/>	<input type="text"/>		



Next of Kin information is vital for hospital discharges and adult social care referrals. Please provide to avoid delays.

Current Location

Location 

STRATA TRAINING WARD

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The patient's location has now been updated.

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=332>