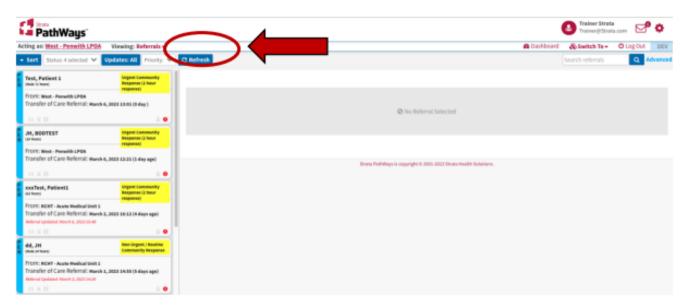
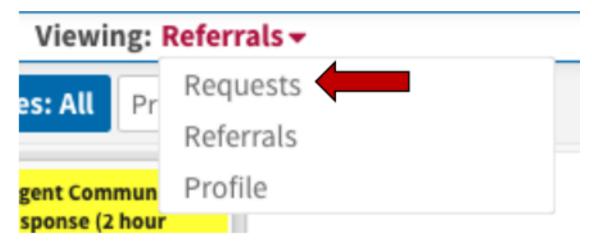
2. ITOCH Dashboard

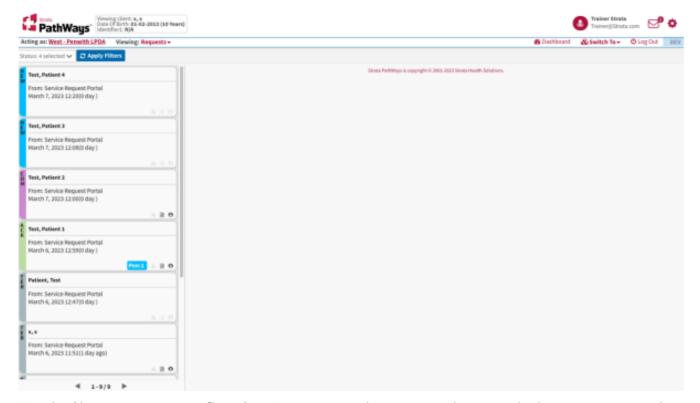
The ITOCH dashboard opens on the Referrals page, as displayed across from Viewing.



To view your Service Requests, you must change to the Requests page. Do so by clicking on the drop-down arrow and clicking on Requests.



Your Service Requests will load.



Each tile represents a Service Request. They are colour coded to represent the status they are currently in.

Please note: Service Request status changes are not sent back to senders.

SERVICE REQUEST STATUSES

NEW — A service request has been received but has not been actioned.

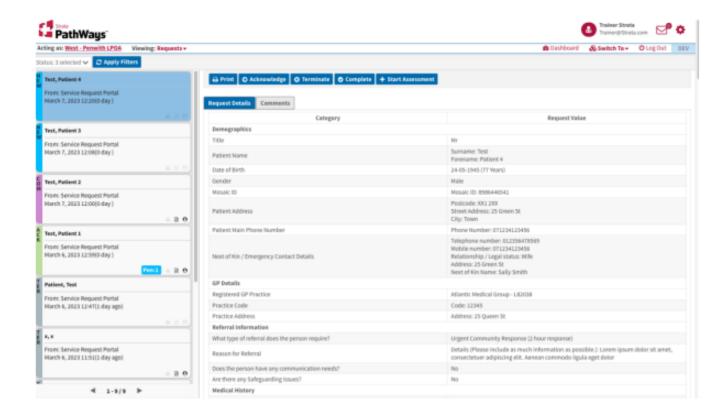
ACKNOWLEDGED — A service request has been accepted and an assessment has started.

COMPLETE – A service request has been actioned; it has been converted into a referral.

TERMINATED - A service request has been determined to be not appropriate for service.

To open a Service Request, click on the tile. The Information will load on the right-hand side of the page.

Scroll down the page to review the information.



Online URL: https://elearning.cornwall.nhs.uk/site/kb/article.php?id=337