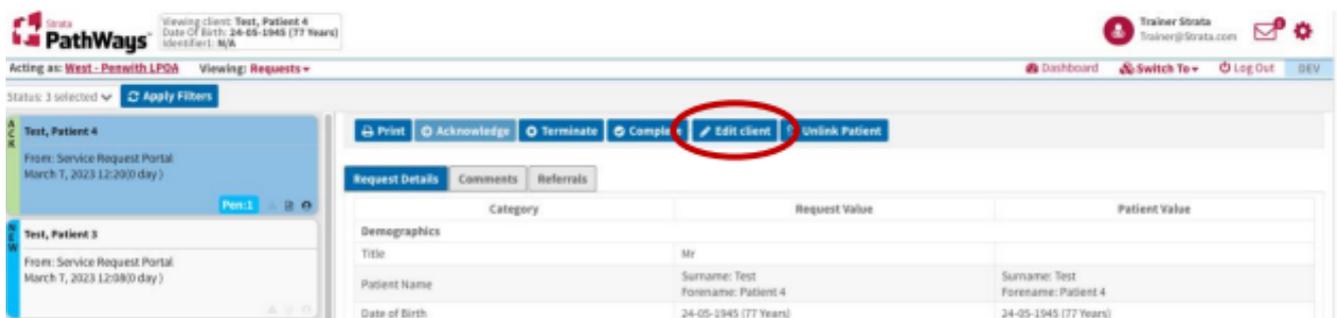


5. How to complete a Service Request

Once the Service Request has been converted into a referral, it must be updated to Completed on the Request dashboard.

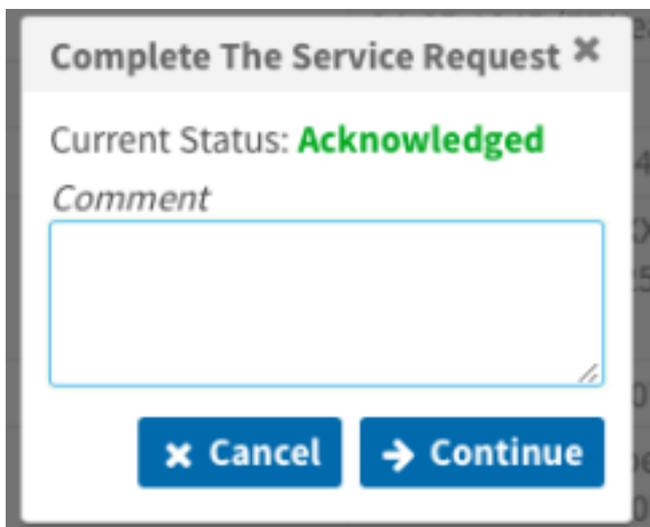
Do so by opening the request, by clicking on the tile. Then click on Complete.



The screenshot shows the Pathways software interface. At the top, it displays 'Viewing client: Test, Patient 4' with details like 'Date Of Birth: 24-05-1945 (77 years)' and 'Identifiant: N/A'. The user is logged in as 'West - Pennith LP04'. The main area shows a list of service request tiles for 'Test, Patient 4' and 'Test, Patient 3'. The 'Test, Patient 4' tile is selected. Below the tiles, there are action buttons: 'Print', 'Acknowledge', 'Terminate', 'Complete', 'Edit client', and 'Unlink Patient'. The 'Edit client' button is circled in red. Below the buttons, there is a 'Request Details' section with tabs for 'Request Details', 'Comments', and 'Referrals'. A table displays patient demographics:

Category	Request Value	Patient Value
Demographics		
Title	Mr	
Patient Name	Surname: Test Forename: Patient 4	Surname: Test Forename: Patient 4
Date of Birth	24-05-1945 (77 Years)	24-05-1945 (77 Years)

In the window that opens, add a comment if appropriate and click Continue.



The screenshot shows a dialog box titled 'Complete The Service Request'. It displays the current status as 'Acknowledged' in green text. Below the status, there is a 'Comment' field with a text input area. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Continue'.

The status of the Service Request tile will update and drop off the dashboard once the screen is refreshed.

Strata Pathways

Viewing client: Test, Patient 4
Date Of Birth: 24-05-1945 (77 Years)
Identifier: N/A

Trainer Strata
Trainer@strata.com

Acting as: West - Penwith LPOA Viewing: Requests

Status: 3 selected Apply Filters

Test, Patient 4
From: Service Request Portal
March 7, 2023 12:20:09 (Day)

Print Acknowledge Terminate Complete Edit client Unlink Patient

Referrals

Category	Request Value	Patient Value
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NOTE - When a referral is completed, the referrer is notified by email of the status with an attached PDF copy of the referral.

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=341>