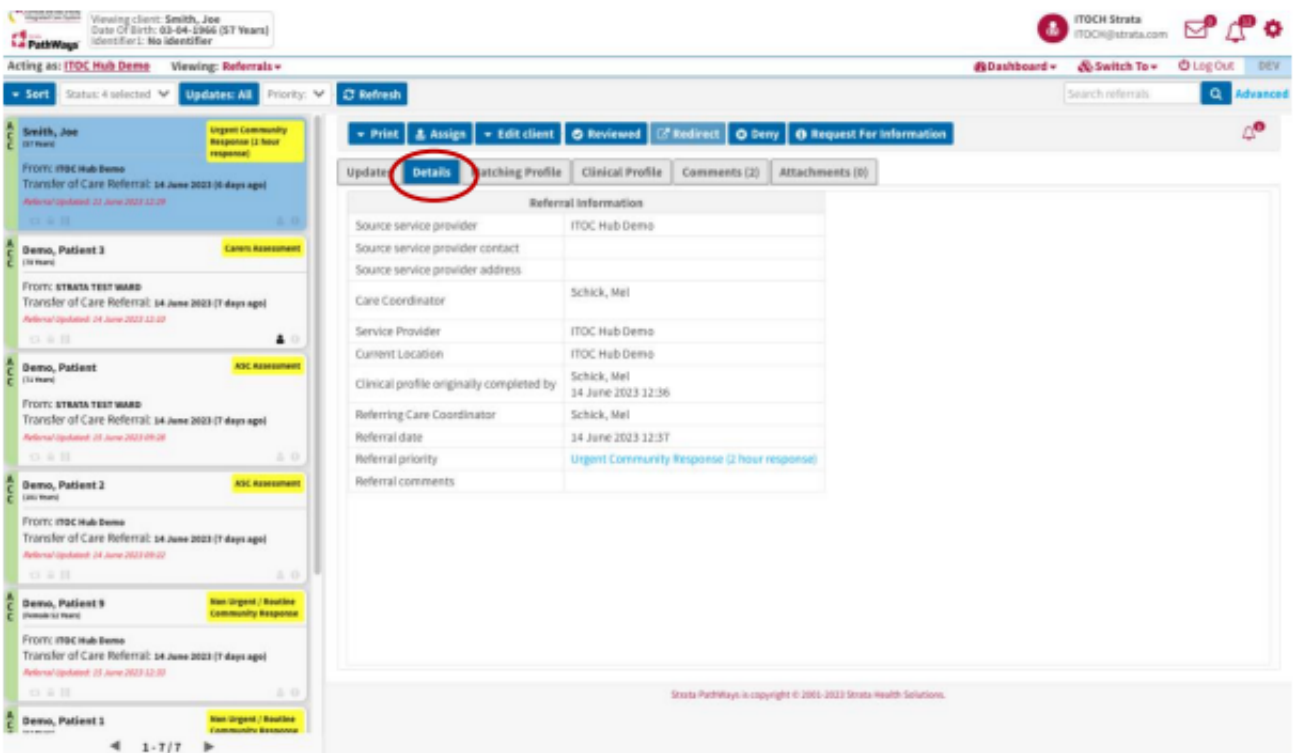


# CIOS ITOCH Dashboard - How to change Referral Priority V1.0

A patient's referral priority (referral type) can be changed from the Referrals dashboard in the Service Provider module.

To do this, open the referral by clicking on the tile.

Click on the Details tab.



Click on the **blue** text describing the referral priority.

Referring Care Coordinator	Schick, Mel
Referral date	15 June 2023 12:35
Referral priority	<b>Urgent Community Response (2 hour response)</b> 
Referral comments	

In the window that opens, click on the drop-down arrow across from **Override Current Priority**.

**Referral Priority** ✕

ITOC Hub Demo



Current Priority	
Current Priority	<b>Urgent Community Response (2 hour response)</b>
Highest Matching Priority	Non Urgent / Routine Community Response
Override Current Priority	
Override Current Priority	Urgent Community Response (2 ho <span style="float: right;">▼</span>
Override Comment *	Override Comments (required)
Sender Override (No Overrides)	
Sender Priority	No Priority
Receiver Override (No Overrides)	
Receiver Priority	No Priority

✕ Close
Save


Change the current priority by selecting a new priority from the list displayed. Use the scroll bar to view the complete list.

Override Current Priority	
Override Current Priority	Urgent Community Response (2 ho <span style="float: right;">▼</span>
Override Comment *	Override Comments (required)
Sender O	
Sender Priority	No Priority
Receiver Override (Last	
Receiver Priority	Urgent Community Response (2 hour response)

It is mandatory to add an Override Comment.


Override Current Priority	
Override Current Priority	Non Urgent / Routine Community R 
Override Comment *	<div style="border: 1px solid #ccc; padding: 5px;">           Override Comments (required)  </div>

Then click Save.

**Referral Priority**





ITOC Hub Demo

Current Priority	
Current Priority	<b>Urgent Community Response (2 hour response)</b>
Highest Matching Priority	Non Urgent / Routine Community Response

Override Current Priority	
Override Current Priority	Non Urgent / Routine Community R 
Override Comment *	<div style="border: 1px solid #add8e6; padding: 5px;">           Override comments added here.         </div>

Sender Override (No Overrides)	
Sender Priority	No Priority

Receiver Override (No Overrides)	
Receiver Priority	No Priority

 Close
 Save 

The referral priority has been changed as indicated on the Details tab. The new priority will also display on the referral tile and will be filtered accordingly.

Viewing client: **Smith, Joe**  
 Date Of Birth: 03-04-1966 (57 Years)  
 Identifier: No Identifier

ITOC Hub Strata  
 ITOCH@strata.com

Acting as: **ITOC Hub Demo** Viewing: **Referrals**

Dashboard Switch To Log Out DEV

Sort Status: 4 selected Updates: All Priority: Refresh

Search referrals Advanced

Smith, Joe (57 Years) **Non Urgent / Routine Community Response**

From: ITOC Hub Demo  
 Transfer of Care Referral: 14 June 2023 (8 days ago)  
 Referral updated: 21 June 2023 12:25

Demo, Patient 3 (26 Years) **Carex Assessment**

From: STRATA TEST WARD  
 Transfer of Care Referral: 14 June 2023 (7 days ago)  
 Referral updated: 24 June 2023 12:20

Demo, Patient (55 Years) **ASC Assessment**

From: STRATA TEST WARD  
 Transfer of Care Referral: 14 June 2023 (7 days ago)  
 Referral updated: 25 June 2023 09:29

Demo, Patient 2 (33 Years) **ASC Assessment**

From: ITOC Hub Demo

Edit client Reviewed Redirect Deny Request For Information

Updates Details Matching Profile Clinical Profile Comments (1) Attachments (0)

Referral information	
Source service provider	ITOC Hub Demo
Source service provider contact	
Source service provider address	
Care Coordinator	Schick, Mel
Service Provider	ITOC Hub Demo
Current Location	ITOC Hub Demo
Clinical profile originally completed by	Schick, Mel 14 June 2023 12:36
Referring Care Coordinator	Schick, Mel
Referral date	14 June 2023 12:37
Referral priority	Non Urgent / Routine Community Response
Referral comments	

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=352>