

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.

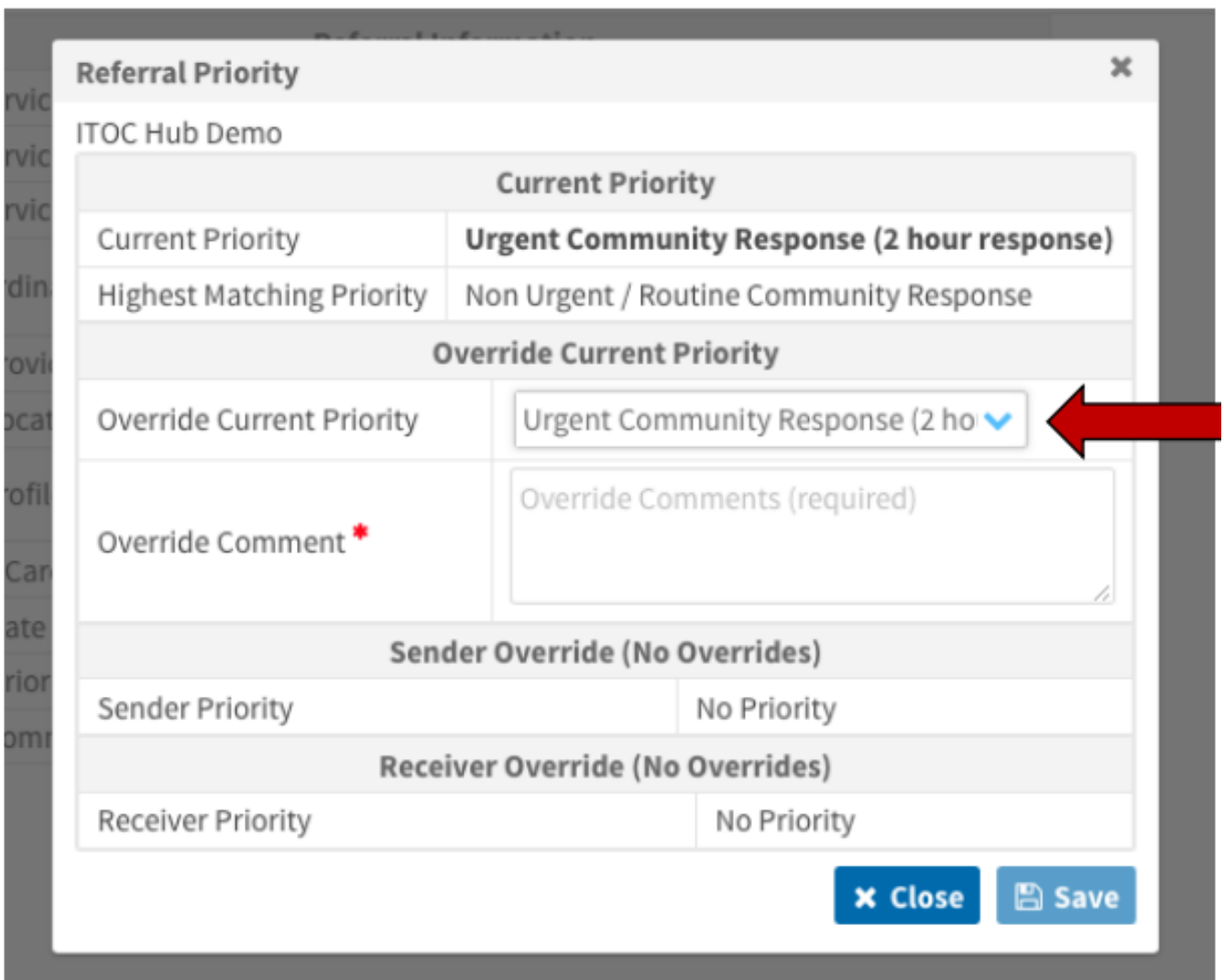
The screenshot displays the ITOCH Strata dashboard interface. At the top, it shows the user is acting as 'ITOC Hub Demo' and viewing 'Referrals'. The dashboard includes a search bar, navigation tabs like 'Dashboard', 'Switch To', 'Log Out', and 'DEV', and a list of referral tiles. The first tile for 'Smith, Joe' is highlighted, showing a 'Urgent Community Response (2 hour response)' priority. Below the list, the 'Details' tab is selected, displaying a table of referral information:

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 12:57
Referral priority	Urgent Community Response (2 hour response)
Referral comments	

Click on the blue text describing the referral priority.

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


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



Referral Priority [Close]

ITOC Hub Demo

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

Override Current Priority	
Override Current Priority	Urgent Community Response (2 ho 
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) ▾
Override Comment *	<div style="border: 2px solid red; border-radius: 15px; padding: 5px;"> <ul style="list-style-type: none"> No Priority <li style="background-color: #0056b3; color: white;">Urgent Community Response (2 hour response) Hospital Discharge Non Urgent / Routine Community Response ← ASC Assessment </div>
Sender O	
Sender 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	Urgent Community Response (2 hour response)
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 #ccc; padding: 5px; min-height: 40px;">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 Demo

ITOCH Strata
ITOCH@strata.com

Dashboard Switch To Log Out DEV

Acting as: ITOC Hub Demo Viewing: Referrals

Sort Status: 4 selected Updates: All Priority Refresh

Search referrals Advanced

<p>Smith, Joe (19 years) Non Urgent / Routine Community Response</p> <p>FROM: ITOC Hub Demo Transfer of Care Referral: 14 June 2023 (8 days ago) Referral updated: 21 June 2023 12:25</p>	<p style="text-align: right;"> Edit client Reviewed Redirect Deny Request For Information </p> <p>Updates Details Matching Profile Clinical Profile Comments (1) Attachments (0)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #f2f2f2;">Referral information</th> </tr> </thead> <tbody> <tr><td>Source service provider</td><td>ITOC Hub Demo</td></tr> <tr><td>Source service provider contact</td><td></td></tr> <tr><td>Source service provider address</td><td></td></tr> <tr><td>Care Coordinator</td><td>Schick, Mel</td></tr> <tr><td>Service Provider</td><td>ITOC Hub Demo</td></tr> <tr><td>Current Location</td><td>ITOC Hub Demo</td></tr> <tr><td>Clinical profile originally completed by</td><td>Schick, Mel 14 June 2023 12:36</td></tr> <tr><td>Referring Care Coordinator</td><td>Schick, Mel</td></tr> <tr><td>Referral date</td><td>14 June 2023 12:37</td></tr> <tr><td>Referral priority</td><td>Non Urgent / Routine Community Response</td></tr> <tr><td>Referral comments</td><td></td></tr> </tbody> </table>	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	
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Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=352>