


# Strata IToCH SOP: Guidance for receiver services on when to accept, admit and request further information v0.5



## Procedure overview

This Standard Operating Procedure (SOP) applies to those services who receive referrals in Strata pathways to deliver care and support, following integrated Transfer of Care Hub (IToCH) triage.

This SOP is supported by training guides for Strata users located on the CITS training portal.

Receiver services accept ALL referrals unless the service criteria are not met. The exception is for 2-hour Urgent Crisis Response (UCR) referrals where IToCH will admit the referral on behalf of the receiver service once capacity is confirmed.

The general rule is for receiver services to Admit a referral when care or support has started (first contact) - Appendix 1 lists specific service line referrals. IToCH's need to check that this has happened before they can close a referral

## Other (reference documentation)

Strata Service Provider Training Guides [CITS training portal - Strata](#)

## Requirements

1. Referrers describe needs (not prescribe) in referral.
2. Integrated Transfer of Care Hub (IToCH) triages referrals and determines the outcome with the aim of ensuring person centred and most effective care and support.
3. IToCH refers to downstream Strata receiver service(s) – even if the service does not have capacity.

**Exception – 2-hour Urgent Community Response referrals – where the IToCH can legitimately call the receiver service to see if they have capacity to respond and then Admits the referral on behalf of the receiver service (see Managing UCR's in Strata SOP).**

## Procedure

1. Strata receiver service can only deny a referral if the person does not meet their service criteria – NOT if there is no capacity.
2. Using the Request for Information (RFI) function:
  - a. Strata receiver service will use the RFI to request information needed before care or support can commence.
  - b. Strata receiver service will use the Request for Information (RFI) function to inform the IToCH and referrer when they have capacity to deliver care / support.
3. When sending Requests for Information (RFI's) – Strata receiver services should specify who is requested to respond by using the following prefixes in comments
  - a. IToCH response required
  - b. Ward response required

- c. GP response required
4. Strata receiver service holds open (Accepted) referrals on waiting list.
    - a. Accepts referral when confirmed it meets service criteria.
    - b. General rule - Admits referral when the person has been transferred to care setting and care/support has commenced. Appendix 1 details specific service line rules.
  5. Only referrers and IToCH's can cancel referrals to receiver services i.e. the receiving service cannot delete a referral. The referral will remain on their work queue until notified by the referrer/IToCH that referral is no longer needed.

