Section1 – Comments Overview

Users may need to provide additional information, in the form of comments, to a client referral.

To send a comment you must decide who the comment is intended for, the ITOCH or the referrer, and add the comment accordingly.

The following document will outline how to add and review comments to both parties in Strata PathWays.

Please note – Comments should not be used as a Request for Information (RFI). If your comment requires an answer/action, you must use the RFI function.

Section 2 – Adding Comments

1. To add a comment to a referral, open the referral and click on the **Comments tab**.

5	Viewing client: Der Date Of Birth: 03-0 Identifier1: No iden	mo, Patient 1 14-1969 (54 Years) ntifier	CIOS Strata CIOS@strata	.com 🖂 🖓 🌣		
A	cting as: <u>West IToCH - Penwith</u>	h LPOA Viewing	g: Referrals 👻 🖉 🖓 Bashboard 👻 🖓 S	witch To → 🖞 Log Out		
	Sort · Status: 4 selected 🗸	ority: C Apply Filters Search referred	als Q Advanced			
	2 View more refe	errals	System message: THIS IS A TEST SYSTEM. Please do not enter any live patient data in this system.			
EN	Demo, Patient 1 (34 Years)	Non Urgent / Routine Community Response	🗢 Print 🌡 Assign 🗣 Edit client 🔿 Accept 🔿 Admit 🗹 Redirect 😋 Deny 🚯 Request For Information	4 0		
	From: STRATA Demo Ward Transfer of Care Referral: 26 Ju	ly 2023 (0 day)	Updates Details Matching Profile Clinical Profile Comments (1)			
	Referral Updated: 26 July 2023 17:02		+ Add comment			
			Strata, CIOS (Assessment)	26 July 2023 17:02		
	Patient family communication via phone detailed for team discussion.					
			Strata PathWays is copyright © 2001-2023 Strata Health Solutions.			

2. Click on the +Add Comment button.

✓ Print ▲ Assign ✓ Edit client ◇ Accept ◇ Admit ⊗ Deny ④ Request For Information						
Updates	Details	Matching Profile	Clinical Profile	Comments (0)	Attachments (0)	Tasks (0)
+ Add comment						

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3. Type your comment in the window that opens, **prefacing the comment** with **ITOCH or Referrer**. This ensures the appropriate team reviews the comment.

4. Click +Add.



5. The comment will be added to the list of comments and display in date/time order.



Section 3 – Reviewing Comments

1. When a comment has been added to a referral, the referral tile will display with red text stating, "**Referral Updated**" with a date and time stamp.

5	Commuting the life strength of		Re Re	eceiver Stra eceiver@stra	ta ita.com	₽.	¢ ° ¢
A	ting as: Penwith Community Nurses (Inc. Matrons)	Viewing: Referrals -	🙆 Dash	board 🤞	🕏 Switch 1	Fo • 01	😃 Log Out
5	Sort Status: 4 selected 💙 Updates: All Priority:	✓ C Apply Filters	s	earch referi	rals	٩	Advanced
PEN	Demo, Patient 3 ASC Assessment	System message: THIS IS A TEST SYSTEM. Please do not enter any live patient data in this system.					
	From: STRATA TRAINING WARD Transfer of Care Referral: 17 August 27 3 (0 day) Refemil Updated: 17 August 2023 12:59						
PEN	Demo, Patient 1 Urgent Community (14 Itean) Response (2 hour response)	Ø No Referral Selected					
	Transfer of Care Referral: 16 August 2023 (0 day) Referral Updated: 16 August 2023 14:02						
	22 H H	Strata PathWays is copyright © 2001-2023 Strata Health Solutions.					

2. Open the referral,

3. The Comment tab will denote with the number of comments waiting to be reviewed.

5	Internal of the of help integrated (in System) PathWays		Receiver	Strata Ostrata.com	₽° \$
A	cting as: Penwith Community Nurses (Inc. Matrons)	Viewing: Referrals -	Dashboard	🗞 Switch To	 O Log Out
•	Sort Status: 4 selected 💙 Updates: All Priority:	✓ C Apply Filters	Search	eferrals	Q Advanced
PEN	Demo, Patient 3 ASC Assessment	System message: THIS IS A TEST SYSTEM. Please do not enter any live patient data in this system.			
	From: strata training ward Transfer of Care Referral: 17 August 27 3 (0 day) Referral Updated: 17 August 2023 12:59				
PEN	Demo, Patient 1 Urgent Community (64 team) Response (2 hour From: STRATA TRAINING WARD	Ø No Referral Selected			
	Transfer of Care Referral: 16 August 2023 (0 day) Referral Updated: 16 August 2023 14:01				
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4. Click on the **Comments tab**.

5. A comment will display with the name of the person who sent it and a date and time stamp.

- Print 🔹 Assign 🖸 Accept 🔄 Admit 😋 Deny 🚯 Request For Information	۵				
Updates Details Matching Profile Clinical Profile Comments (2)					
+ Add comment					
Strata, Receiver (Facility)	17 August 2023 13:18				
Referrer - Comments regarding communication re this referral.					
Schick, Mel (Assessment)	17 August 2023 12:59				
Comment from the ITOCH					
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6. Once you have reviewed the comment, mark that you have done so by clicking on the blue **Reviewed** button.

Note - You will not be able to Admit the referral until the comments have been reviewed.

✓ Print Assign ✓ Edit client ♥ Reviewed	4 ⁰			
Updates Details Matching Profile Clinical Profile Comments (1) Attachments (0)				
+ Add comment				
Strata, CIOS (Assessment)	26 July 2023 17:02			
Patient family communication via phone detailed for team discussion.				
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