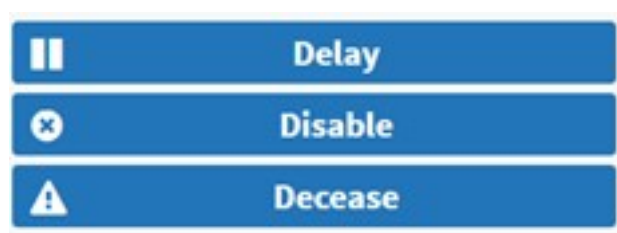


Delay, Disable, Cancel and Decease functions

This guide is for use within the IToCH hubs who are managing referrals



Delay:

Delay is at a care type level which means it will affect all open referrals within the care type. By clicking on the Delay button, it will add a delayed flag to the referral tile (see screenshot highlighted below).



All the referrals will remain on the dashboard and in their respective queues but the 'Admit' button will not be active until the patient encounter is resumed by clicking on the 'Resume' button which is located in the same position as the delay button.

Viewing Client: Jones, Tim
Data: 27/08/2023 14:03 (07/08/2023)
Identifier: No identifier

Acting on: **Home First - North**

This application is currently on delay.

All tabs are complete. You may still **Send and Manage Referrals** tab.

Client Details | Demographics | GP Details | Referral Information | Medical History | Normal Living Situation | Additional Information | Referrer Details | Triage | Uploaded Files (0)

Send and Manage Referrals

Profile Report | Profile History Report | Print Client

Back To Referral | Release Record | Save

Resume | Disable | Increase

Care Type: Transfer of Care Referral (manage)

Name: Jones, Tim

NHS Number: No identifier

Mosaic ID:

Rp Number:

Local ID: ST06A-0028

Filter by Home First - North

Care Coordinator: Smith, Sam

Remove Responsible Person

Other Interested Parties: Type at least 2 characters to search

Supply Me

Service Provider: North & East ITCH - Valley LPOA

Profile Status: On Delay (Other) 15 September 2023

In Process Date: 15 August 2023 11:22

Last Assessed Date: 15 August 2023

Back To Referral | Release Record | Save

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Disable:

Disabled – Closes the care type. This includes cancelling any open referrals that have not been changed to the admit status and will blank the form (not including demographics). Screenshot below shows a disabled record.

This application is Disabled. To start a new application, please click: [In Process](#)

Client Details | Demographics | GP Details | Referral Information | Medical History | Additional Information | Referrer Details | Triage | Uploaded Files (0) | Send and Manage Referrals

Referrals

Referral History Report | Patient History | Release Record

Service Provider	Status	Referral Priority	Referral Date	Referral Information	Referral Management
West - Penwith LPOA	Cancelled [Sent in error]	No Priority	November 25, 2022 13:24	Details Print	Release
Central ITCH	Cancelled [Referral cancelled upon patient disable or deceased]	No Priority	February 21, 2023 11:12	Details Print	Release
Abicare (EMAIL)	Cancelled [Sent in error]	No Priority	February 22, 2023 11:53	Details Print	Release

Add Comments

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The user is unable to send referrals and all existing referrals have been cancelled. The user would have to put the care type 'In process' and complete the referral form again to send any referrals.

Cancel:

Cancel – specific to the referral transaction itself. Cancelling a referral will keep the care type open and the form will remain populated. All other referrals will remain open, it will just cancel the selected referral. Screenshot

below shows 1 referral still open for the patient and I have cancelled the referral to the CHAT team. If required, you could still send more referrals or resend a cancelled referral.

Service Provider ↕	Status	Referral Priority	Referral Date ↕	Referral Information	Referral Management
Central ITOCH <small>Alert: 1 Day(s) 35 Minute(s) old</small>	Accepted <small>Updates sent</small>	Hospital Discharge	February 21, 2023 13:24	Details <small>1</small> Print	Admit <small>1</small> <small>×</small> <small>↗</small>
Community Hospital Admissions Team	Cancelled [Sent in error]	Hospital Discharge	February 21, 2023 13:25	Details <small>1</small> Print	<small>↗</small>
Add Comments					

Deceased:

Deceased – this will mark the patient profile as deceased. It will close all care types associated with the patient and cancel all referrals. Red flag will be displayed on the referral tile (see screenshot below)

Can

Demo, Patient 4
Deceased
Urgent Admission Avoidance

From: RCHT - AMU2

Sent: 22 day(s) ago

Transfer of Care Referral: December 8, 2022 16:00 (75 days ago)

Referral cancelled upon patient disable or deceased

Referral Updated: February 22, 2023 15:12

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=375>