

Cancelling, Delaying/Disable/Decease Referrals

Disable/Delay/Decease

Disable

The Disable function closes a patient record thereby cancelling all associated referrals.

Once a patient record is disabled, the record must be put **In Process** in order to send another referral. Only the patient demographic information will be retained in subsequent records once Disabled.

It is possible to Disable a referral from both the **Active Referrals** and the **Client Details** page of the referral.

From Active Referrals

1. From the Active Referrals dashboard, select the client record from the dashboard by clicking on the referral row.
2. Click **Disable**.

Name	Care Type	Referral Owner	Current Location	Referral(s)
Demo, Mel No identifier	Adult Community Nursing Complete - Not Sent	BGH Urgent Care Centre	BGH Urgent Care Centre	There are no active referrals.
Demo, Mel No identifier	MSK Triage Complete - Sent	BGH Urgent Care Centre	BGH Urgent Care Centre	MSK Community Teams PENDING
XXXDONOTUSEXXX, ALIG No identifier	Emergency Department Referral Complete - Sent	BGH Urgent Care Centre	111 Online	BGH ENP/ANP/Physio Streamer ACCEPTED Updates

3. In the window that opens, **add a reason** by clicking on the drop-down

arrow and selecting from the list that displays.

4. Confirm that you have reviewed the information in the yellow banner by adding a tick in the associated box.
5. Then click **Disable**.

Disable [X]

Name: Mr Demo, Patient
Date Of Birth: 1966-01-01 (59 Years)
NHS Number: 193 723 2158
Care type: Emergency Department Referral
Reason: - select one -
Comment: [Text Area]

⚠ Referrals will be cancelled

Care type	Referral destination	Current status
Emergency Department Referral	BGH Doctor	Accepted

I acknowledge that I have reviewed the information above *

[X] Cancel [Disable]

NOTE: This action closes the client record and will cancel all referrals associated with this care type. The record will drop off the dashboard.

From the Referral Form

1. A record/referral can be disabled from within the referral form on the **Client Details** page.



2. Click on the **Disable** button on the right side of the screen.



3. In the window that opens, add a reason by clicking on the drop-down arrow and selecting from the list that displays.
4. As per the previous section, add a reason and confirm that you have reviewed the information in the yellow banner by adding a tick in the associated box.
5. Then click **Disable**.

NOTE: This action closes the client record and will cancel all referrals associated with this care type. Each referral associated with this care type will drop off the dashboard.

Delay

A referral can be put on Delay from the **Client Details** tab of the referral.

1. On this page, click on the **Delay** button on the right side of the page.

The screenshot shows the 'MSK Triage' interface for a patient named 'Demo, Patient 4'. The patient's details are listed as follows:

Patient	
Name	Demo, Patient 4
NHS Number	No Identifier
Mosaic ID	87648684

On the right side of the patient details, there is a vertical menu with three options: 'Delay', 'Disable', and 'Decease'. The 'Delay' option is currently selected.

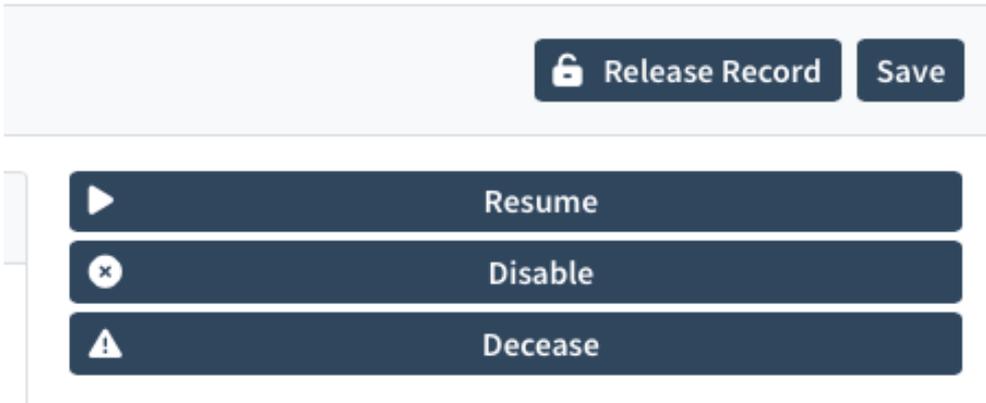
2. **Add a reason** for the Delay by using the drop-down box and add a comment where appropriate.

3. Then click **Delay**.

The 'Delay' modal window contains the following elements:

- A warning message: **Setting this client record to On Delay will put all client's referrals On Delay for this care type, please note:**
 - This referral will be On Delay and may be Resumed at a later date.
 - This referral will remain on the dashboard and service provider queues.
- A 'Reason' field with a dropdown menu currently showing '- select one -'.
- A 'Comment' field with a text input area.
- Buttons for 'Cancel' and 'Delay' at the bottom right.

- The record is now on Delay status but can be resumed at any time by using the **Resume** button and completing the window that opens.

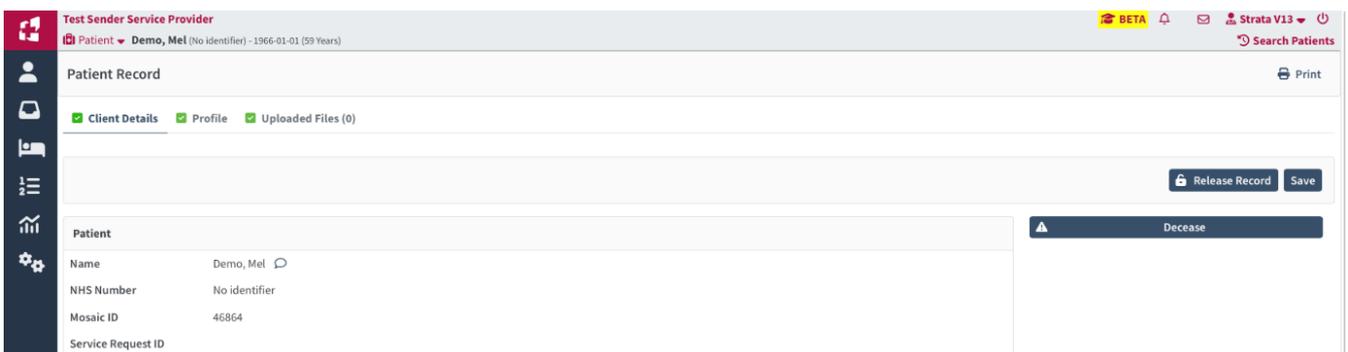


Decease

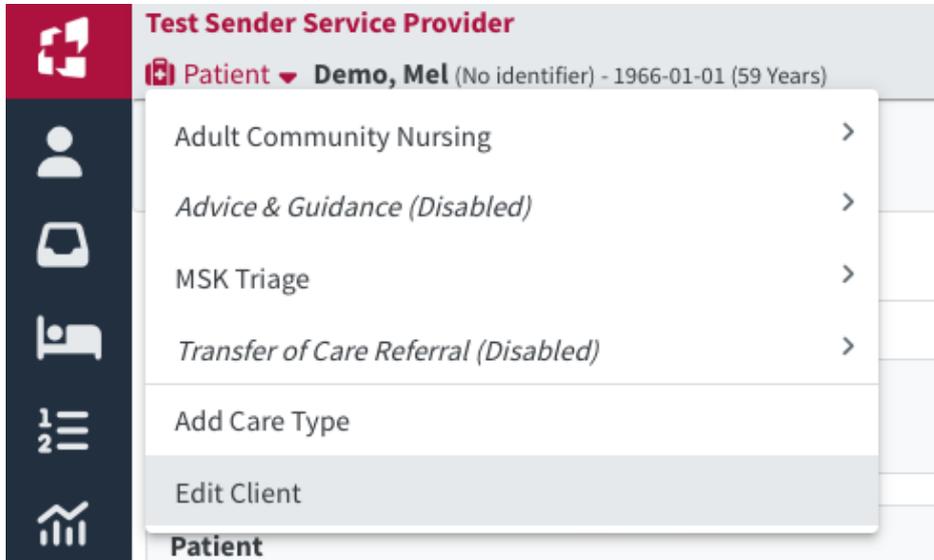
Deceasing a patient in PathWays will result in the following actions:

- The patient record will be closed and set to **read-only** mode, preventing further edits.
- All associated referrals will be automatically **cancelled** to ensure no further actions are taken

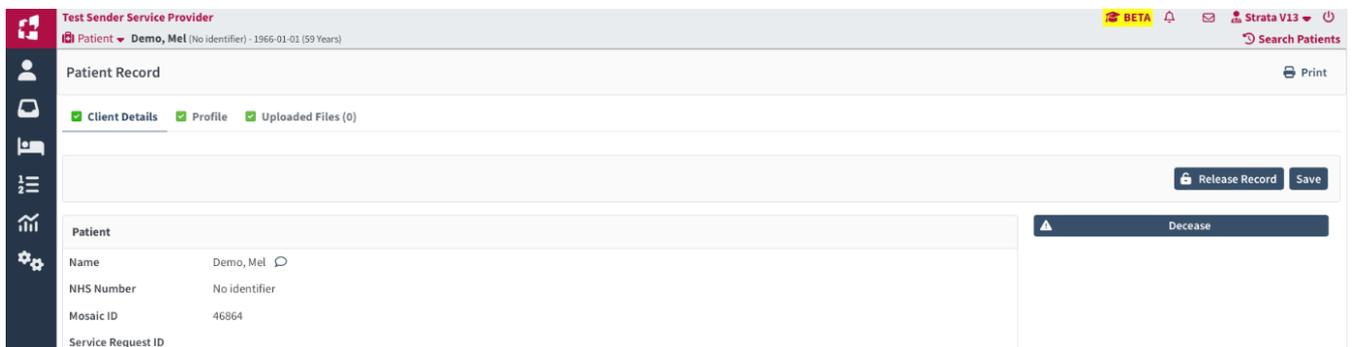
- To decease a patient, navigate to their patient record and click on the **Patient Menu** on the top left patient of the page.



2. From the list that displays, click on **Edit Client**.



3. Click on the **Decease** button on the right side of the page.



4. Add a **Deceased Date** by using the calendar in the window that opens.

Decease
×

⚠ This will close the patient record and make it read-only

Name Demo, Patient 4

Date Of Birth 1966-01-01 (59 Years)

NHS Number No identifier

Deceased Date *

⚠ Referrals will be cancelled

Care type	Referral destination	Current status
Emergency Department Referral	BGH Doctor	Accepted
MSK Triage	MSK Community Teams	Pending: Missing information

I acknowledge that I have reviewed the information above *

× Cancel Decease

- Acknowledge** that you have read the information in the yellow banners, **indicating the action will close the patient record and make it read-only and all associated referrals will be cancelled**, by putting a tick in the box. Then click **Decease**.

I acknowledge that I have reviewed the information above *

× Cancel Decease

- The client's record is then closed, all referrals will have been Disabled and it is no longer editable.

Test Sender Service Provider BETA Strata V13 Active Referrals

Patient **Demo, Patient 4** (No Identifier) - 1966-01-01 (59 Years)

MSK Triage Print

ⓘ This client is Deceased

Client Details
 Profile
 Uploaded Files (1)
 Send and Manage Referrals

Patient

Name	Demo, Patient 4
NHS Number	No Identifier
Mosaic ID	87648684
Service Request ID	
Rio Number	
QID	
QHC	

Note: This process can also be done from the **Client Details** page of the referral.

Test Sender Service Provider BETA Strata V13 Active Referrals

Patient **Demo, Patient 4** (No Identifier) - 1966-01-01 (59 Years)

MSK Triage Print

⚠ A referral requires attention.

Client Details
 Profile
 Uploaded Files (1)
 Send and Manage Referrals

<input type="checkbox"/>	Delay
<input type="checkbox"/>	Disable
<input type="checkbox"/>	Decease

Patient

Name	Demo, Patient 4
NHS Number	No Identifier
Mosaic ID	87648684

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=444>