

Referral Status Report

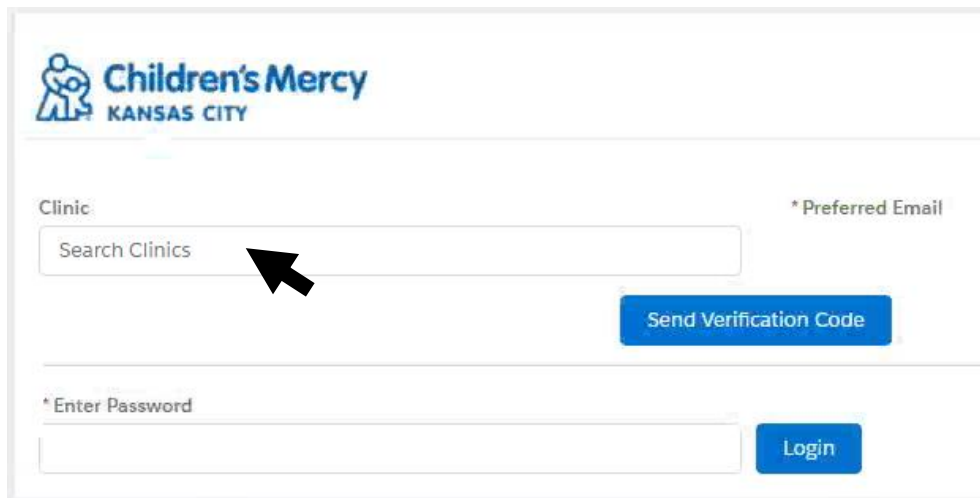
****Note: You must use [Google Chrome](#) to access the Referral Status Report****

Getting Started:

- Send the exact spelling of the practice name and the preferred group email address to mmdominiak@cmh.edu
- There can only be one preferred email per practice
- You will get a confirmation email once the preferred email address has been updated
- For questions, please email mmdominiak@cmh.edu or call (816) 701-4343

How to check referral status:

1. Navigate to <https://childrensmercy.secure.force.com/ReferralStatus/>
2. Type in your clinic's name and click "Send Verification Code". An email will be sent to the preferred email address.



The screenshot shows the login interface for the Referral Status Report. At the top left is the Children's Mercy Kansas City logo. Below it, there are two main sections. The first section is for entering clinic information, with a label "Clinic:" and a text input field containing "Search Clinics". A black arrow points to this input field. To the right of this field is a label "* Preferred Email". Below the input field is a blue button labeled "Send Verification Code". The second section is for entering a password, with a label "* Enter Password" and a text input field. To the right of this field is a blue button labeled "Login".

3. You will receive an email with a verification code. This code will serve as your password and will be good for 24 hours. Type in the verification code and click "Login".
4. Referrals that have been submitted will appear under "Pending". Once a referral has been processed for scheduling, you will see the referral move under the "Referral Status" section.

* Date From * Date To

PENDING

| PATIENT NAME | PATIENT DOB | SPECIALTY | STATUS | REFERRING PROVIDER | DATE RECEIVED |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------|--------|--------------------|---------------|
| <input type="button" value="First Page"/> <input type="button" value="Previous"/> 1 - 0 of 0 <input type="button" value="Next"/> <input type="button" value="Last Page"/> | | | | | |

REFERRAL STATUS

| PATIENT NAME | PATIENT DOB | SPECIALTY | APPOINTMENT DATETIME | APPOINTMENT LOCATION | STATUS | REFERRING PROV. |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------|----------------------|----------------------|--------|-----------------|
| <input type="button" value="First Page"/> <input type="button" value="Previous"/> 1 - 0 of 0 <input type="button" value="Next"/> <input type="button" value="Last Page"/> | | | | | | |

5. When a referral has been processed, the status will change to “In Progress 1st Call” or “Forwarded to Clinic”. For an overview of all referral statuses, please see the table below:

| Referral Status | Definition |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| On Hold | Referral has been submitted but more information is needed before referral can be processed. |
| New | Referral has been submitted but has not yet been processed for scheduling. |
| In Progress 1st Call | Referral has been processed and a call has been scheduled for the following business day to contact the family to schedule appointment. |
| In Progress Text | If after the 1st call the family does not respond, they will receive a text message notification 3 business days after 1 st call. |
| In Progress 2nd Call | If no response after the text notification, the family will receive a 2nd phone call 3 business days after text notification. |
| In Progress 3rd Call | If no response after the 2nd phone call, the family will receive a 3rd phone call 3 business days after 2 nd call. |
| In Progress Letter | If no response after 3rd phone call, a letter will be mailed to the family. |
| Unable to Reach | We were unable to reach family via phone, text or letter. The referral will still be active but no further notifications will be sent to the family. |
| Cancelled | The referral was cancelled. This could be a request by the parent/guardian or by the referring provider. The referral may also be cancelled if the reason for consultation is not appropriate for the specialty clinic. |
| Escalated | The referral has been marked as urgent and will be forwarded to the clinic for escalated scheduling. |
| Forwarded to Clinic | The referral requires further clinical review before scheduling. A member of the clinic staff will contact the family to schedule. |
| Scheduled | The appointment has been scheduled. |
| Completed | If the documents submitted did not contain a referral but included other relevant patient documents it will be marked as completed indicating the documents have been attached to the patient's medical records. |