

How to Accept a Referral via Notification Email:

1. In the notification email, click on the 'Review and Accept Referral' link which also includes the unique MEDrefer Referral Code.

**We have a new referral waiting for your review.
(MNY-GZR)**
Issued By Dr A General

Dear Dr MEDrefer Specialist,

Dr A General has sent you a Referral via [MEDrefer](#) for you to review and accept. Here's their brief summary of the referral:

"referral for pain as."

To review and accept this referral please follow to link below:
[Review and Accept Referral \(MNY-GZR\)](#)

Please Note: When the patient has contacted you to book an appointment, click the link to be taken to the referral acceptance page. Review the summary, and if appropriate, accept the referral. The process of acceptance requires the nomination of an appointment time, which will be automatically messaged back to the referring practitioner.

If you're not already logged in to MEDrefer, you'll be asked to login using your email address and password.

2. The new page is the entry point to our server. The unique code will already be showing, as will the email address the notification was sent to. Click 'Accept'.

Accept a Referral

Please enter a referral code and your email to accept a MEDrefer referral.

Referral code	Email	<input type="button" value="Accept"/>
<input type="text" value="MNY-GZR"/>	<input type="text" value="support+specialist+prod@medrefer.com.au"/>	

3. Enter password.

N.B – If this is the first time you have received a referral, you will be asked to create your password. Click ‘Sign in’.

Login

Email

Password

Remember me

[Sign in](#)

Need Help?

[Sign up](#)

[Forgot your password?](#)

[Didn't receive confirmation instructions?](#)

4. You will now be able to see the referral details: Summary, referring practitioner, date the referral was created, patient name and date of birth. If you scroll down further, you will also be able to review the referral so you can decide whether to accept the referral and continue on to triage or to reject the referral.

Accept Referral

This is a overview of the referral created by Dr A General. When the patient (R. Aarandom) has contacted your practice, please respond by accepting the referral or rejecting the referral if you are unable to see the patient.

Referral Details: MNY-GZR

Summary:
referral for pain as.

From: Dr A General	Created: 9 Jun 2017
Patient Name: R. Aarandom	Date of Birth: Not Available

Referral Letter

Accept Referral

Confirm Appointment for:

I will put in an appointment time later.

[Accept Referral](#)

Reject Referral

Send a copy of the referral via fax

Update my availability

Fax Number:

Next available on:

- To accept the referral, you can ring the patient straight away to book an appointment and enter the date and time in the appropriate boxes, or simply click the box 'I will put in an appointment time later'.

Optional: You can forward the referral to a fax number by clicking on the small box next to 'Send a copy of this referral via fax'. If a fax number is already in your profile, the number will automatically be in the Fax Number box, however if you wish to send to a different number simply click in the fax number box and enter the new number.

- Click Accept Referral.
- The status of the referral has now changed to 'Accepted'. You will now be able to print the referral or download straight to your clinical software as either as a PDF or HL7 document.

- If you wish to reject the referral, click the Reject Referral tab. A box will appear asking for a reason for rejection. Click on 'Reject Referral' to send the rejection and reason automatically back to the referring practitioner.

To open the referral again;

1. Login to the website (www.medrefer.com.au).
2. Enter your email address and password and click 'Sign in'.

Login

Email
keith+sp1@medrefer.com.au

Need Help?
[Sign up](#)
[Forgot your password?](#)
[Didn't receive confirmation instructions?](#)

Password
.....

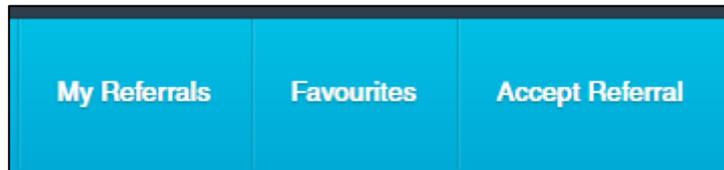
Remember me

Sign in

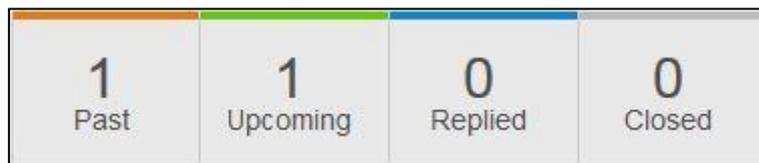
3. On the profile dashboard,
 - a. Look for the referral code under Recent Activity on the left of the screen (Click on View All to see all referrals that have been created and accepted);

Date	Activity
9 Oct 2019	Referral 1YY-EDG accepted
30 Apr 2018	Referral 3ZR-M9Q accepted
30 Apr 2018	Referral 3ZR-M9Q accepted
27 Apr 2018	Referral 3ZR-M9Q accepted
29 Jul 2015	Referral 1YY-E4Q unaccepted by MEDrefer
29 Jul 2015	Referral 1YY-E4Q accepted
13 May 2015	accepted

- b. Click on 'My Referrals' in the blue header at the top of the screen and search for the referral code. Referrals can be sorted by Referral with a **Past** appointment, Referral with an **Upcoming** appointment, Referrals which have been **Replied** to with a report sent back to the referrer, and referrals that have been **Closed/Archived**;



Status	Code	Patient name	Summary	Accepted On ▼	Issued By	Appointment	
Accepted	1YY-EDG	test test	test	9 Oct 2019	Dr Gp1	10 Oct 2019 - 7:00 am (GMT +1000)	
Accepted	3ZR-M9Q	Search Defaults Testing	Referral - testing of MM	30 Apr 2018	Dr Practitioner BP	30 Apr 2018 - 3:00 pm (GMT +1000)	no show



- c. Determine the status of the referral (e.g. Accepted with a future appointment date and time, Accepted with a past appointment date and time, or Referral which has had a report sent back to referrer), then click on the corresponding tab under Referrals Received.



4. Click on the referral you wish to open again, then complete action.

Once you have opened the referral, you're looking for, you can change the appointment date, send a report back to the referring doctor, reprint referral letter or change the referral status (e.g. did not attend, cancelled appointment etc.), or close and archive the referral. Any changes or added reports are sent automatically back to the referring practitioner.

