

Viewing and Responding to a Referral Request

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Receiving a Referral

When Mayo Clinic Mayo staff send a referral to your facility it shows up in the In Basket folder **Service Requests**. New requests will be bold and have the request status of “Pending.” If the request message hasn’t been opened within 15 minutes, an email notification will be sent to all post discharge care support staff users at your facility.

Click on the In Basket message to see patient specific information sent from the current Mayo Clinic admission.

Note: Referral request messages are sent to a pool of users at your organization. Any action taken on the message (delete, accept, consider, decline) will apply to the message for all users.

Responding to a Referral

After reviewing the information and deciding whether your facility can accept the patient, click the **Accept**, **Consider** or **Decline** button on the action menu. This will change the Request Status on the message. This action also automatically sends an update to the patient’s record at Mayo Clinic.

Selecting **Consider** will prompt you to add detail (followups) to your response. Select one or more followups and click **Consider** to send your reply to Mayo Clinic. Once in Consider status, you can update your list of followups by selecting the In Basket request, selecting Consider, and clicking on the followup item to remove it from the list before clicking Consider at the bottom right to save your new selection. Mayo Clinic staff can co-manage followups as well. While in Consider status, you can also Accept or Decline the patient.

Was your facility Selected or Not Selected

Once the patient or family has decided which facility they will discharge to, the Mayo Clinic staff will indicate this in the patient’s record at Mayo Clinic. The status of the CareLink In Basket message **for the selected facility** will then change to “Selected.”

After your facility is indicated as the “Selected” facility, you will have access to patient’s chart. You can access the chart from In Basket by clicking the “Hospital Chart” button.

If the Mayo Staff indicates a different facility as “Selected,” your message status will immediately update based on the prior status of the message:

1. If the status of the message was “Pending,” the system will automatically remove the message from your In Basket
2. If the status of the message was “Accepted,” the status will change to “Not Selected.” “Not Selected” messages can be marked “Done” by any user in the pool or it will purge from the group In Basket after three days.

Email notifications: New Referral or Status Change for Selected/Not Selected

You will receive an automated email notification for each new referral sent to your facility. If you have responded that you can **Accept** the referral, an additional email notification will be sent when the status of the referral changes to **Selected** or **Not Selected**. The email content will be the same for each of these email notifications.

Email notifications will be delivered to the professional email address you provided when you enrolled in CareLink.

Text notifications: New Referral or Status Change for Selected/Not Selected

Enroll in text notifications to receive real-time text messages for a new referral and a change in status to an existing referral.

To subscribe to text notifications, from the Home page:

- Select Menu > Settings > Notification Preferences
- Ensure the checkbox next to Text is selected
- Enter your cell phone number in the free text phone number field
- Click Accept

The content of the text message varies depending on the status of the referral.

Text message for initial referral:

Mayo Clinic: You have received an In Basket message of type Service Requests from Mayo Clinic CareLink.

Text message to communicate Selected or Not Selected:

Mayo Clinic: You have received an In Basket message of type Service Requests - CCSC Selection Notification from Mayo Clinic CareLink.

Requesting Additional Information

If you need additional information from Mayo Clinic staff before accepting or declining the patient, click on the **Reply** button. You can free text in a message to the patient's discharge planning staff. Any discharge planner caring for the patient will be able to see your response and reply as available.