

Viewing and Responding to a Referral Request

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 will be sent to all post discharge care support staffs 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, decline) will apply to the message for all users.

Responding to a Referral

After reviewing the information and deciding whether or not your facility can accept the patient, click the **Accept** 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.

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.

Request Additional Information

If you need additional information from Mayo Clinic staff to decide whether or not you can accept the patient, you can 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.