

Virtual Ward Referral Management Crib Sheet

Purpose

The document provides guidance on how referrals should be created and discharged on RiO for the Virtual Wards.

Section 1: Viewing existing client referrals

Go to **Client Details** and click on **Referrals**



Figure 1: Client Details icon and drop-down list

Search for the client by completing the relevant boxes.

The screen below shows open (highlighted blue) and closed (highlighted pink) referrals.

Note: Please ensure that the referral does not already exist before creating a new referral.

Referrals						
ZZTEST, Dummy Patient (Miss)						Date: 21 Mar 1995 (17 year(s) old)
Specialty	Care Setting	Team	HCP Referred To	Date & time referral received	Contact	To Discharge
Community Rehabilitation	Community and Clinic	EPCT Central		1 Jan 2012, 00:00	Y	● Transfer
Community Rehabilitation	Community and Clinic	EPCT North East	Allison Houghton	1 Sep 2011, 10:00	Y	● Transfer
Community Children's Nursing	Community and Clinic	CCNS CCNT (Long Term) (27 Jun 2012)	Jessica LSCMS Rooney	26 Jun 2012, 10:00		● Transfer
Community Children's Nursing	Community and Clinic	CCNS CCNT (Short Term)		22 Jun 2012, 15:29		● Transfer
Clinical Assessment Service	Community and Clinic	CAS - I Health Gastro Accepted Box		13 Apr 2011, 09:57		● Transfer
Discharged Referrals						
Allied Health Professional Episode (Consultant)	Community and Clinic	Community Stroke Team		16 Jun 2011, 06:29		3 Feb 2012
		<input type="checkbox"/> Current Referrals	<input type="checkbox"/> Discharged Referrals	Create New Referral		

Figure 2: Open and Closed referrals

Section 2: Creating new referrals

Click on **Create New Referral**

Complete details for the referral as shown in the example below and click on **Save Referral**.

1. Referral initiated date - **date the referral is made (e.g. date on GP letter)**
2. Specialty Group - must be **Community Rehabilitation**
3. Specialty – choose from the following: **Admission Avoidance, Palliative Care, Early Supported Discharge or Community Rehabilitation**
4. Care Setting must be **Community and Clinic**
5. Referral Source – **choose the original referral source**
6. Referring Organisational Code - **ignore**
7. Referral Reason – **choose Preventing hospital admission**
8. Other Reason for Referral - **ignore**
9. Team Referred To – **correct Virtual Ward team**
10. HCP Referred To - **a lead HCP must be allocated to each patient**
11. Referral Urgency – **choose either Routine or Urgent**. Routine is 24 hours and urgent is 4 hours
12. Administrative Category – **choose NHS patient**
13. Date & time referral received – **use the date and time the referral was received by the service (you MUST use calendar to select date and time)**
14. Referral Accepted Date - **use the date and time the referral was accepted**

Field	Value
Referral initiated date	13 August 2012
Specialty Group	Community Rehabilitation
Specialty	Admission Avoidance
Care Setting	Community and Clinic
Referral Source	GP Written
Referring Organisation Code	
Referring GP	CLOUTER G
Referral Reason	Preventing Hospital Admission
Other Reason for Referral	Please Select
Team Referred To	Virtual Ward North East
HCP Referred To	Farr, Yvonne (EPCT)
Referral Urgency	Routine
Administrative Category	NHS patient, including overseas visitors
Referral Comment	
Date & time referral received	13 August 2012
Referral Accepted Date	13 August 2012

Figure 3: Example for completing a new referral

Section 3: Transferring referrals (to another Virtual Ward team)

Speciality	Care Setting	Team	HCP Referred To	Date & time referral received	Contact	To Discharge
Clinical Assessment Service	Community and Clinic	CAS - I Health Gastro Accepted Box		13 Apr 2011, 09:57		Transfer
Admission Avoidance	Community and Clinic	Virtual Ward North East	Yvonne (EPCT) Fenn	13 Aug 2012, 00:00		Transfer
Discharged Referrals						
Allied Health Professional Episode (Consultant)	Community and Clinic	Community Stroke Team		16 Jun 2011, 06:29		3 Feb 2012
District Nursing	Community and Clinic	District Nursing - South West Accepted	Jennifer (EPCT) Echeida	1 Nov 2010, 11:03		22 Aug 2011
District Nursing	Community and Clinic	District Nursing -Night Service Accepted	Jennifer (EPCT) Echeida	1 Nov 2010, 11:05		22 Aug 2011
District Nursing	Community and Clinic		Rachael (EPCT) Abaya	1 Nov 2010, 10:37		31 Aug 2011
District Nursing	Community and Clinic	District Nursing - North East Accepted	Maggie (EPCT) Obisanya	1 Nov 2010, 10:39		31 Aug 2011
Health Visiting	Community and Clinic	HVDataHigT		8 Oct 2009, 17:21		3 Feb 2010
Health Visiting	Community and Clinic	HVDataHigT		3 Feb 2010, 09:53		25 May 2010

Current Referrals Discharged Referrals
[Create New Referral](#)

Figure 4: Transferring a referral

Click on [Transfer](#) to transfer referral as shown in Figure 4.

Complete details for the **Referral Transfer** as shown below and click on **Save**.

Note: Please ensure that you always select a **HCP** from the drop-down list.

Referral Transfer

[[Z1PST, Dummy Patient (Nhs)]] DOB: 21 Mar 1995 (17 year(s) old)

Referral Speciality: Admission Avoidance
Date & time referral received: 13 Aug 2012, 00:00

Team: Virtual Ward Central

HCP:

Transfer Date:

Comment:

Figure 5: Referral Transfer screen

Section 4: Discharging referrals

Speciality	Care Setting	Team	HCP Referred To	Date & time referral received	Contact	To Discharge
Clinical Assessment Service	Community and Clinic	CAS - I Health Gastro Accepted Box		13 Apr 2011, 09:57		Transfer
Admission Avoidance	Community and Clinic	Virtual Ward North East	Yvonne (EPCT) Fenn	13 Aug 2012, 00:00		Transfer
Discharged Referrals						
Allied Health Professional Episode (Consultant)	Community and Clinic	Community Stroke Team		16 Jun 2011, 06:29		3 Feb 2012
District Nursing	Community and Clinic	District Nursing - South West Accepted	Jennifer (EPCT) Ertchida	1 Nov 2010, 11:03		22 Aug 2011
District Nursing	Community and Clinic	District Nursing -Night Service Accepted	Jennifer (EPCT) Ertchida	1 Nov 2010, 11:05		22 Aug 2011
District Nursing	Community and Clinic		Rachael (EPCT) Alaya	1 Nov 2010, 10:37		31 Aug 2011
District Nursing	Community and Clinic	District Nursing - North East Accepted	Meggie (EPCT) Orloma	1 Nov 2010, 10:39		31 Aug 2011
Health Visiting	Community and Clinic	HVDataMgT		8 Oct 2009, 17:21		3 Feb 2010
Health Visiting	Community and Clinic	HVDataMgT		3 Feb 2010, 09:53		25 May 2010

|| Current Referrals || Discharged Referrals
[Create New Referral](#)

Figure 6: Discharging a referral

Click on to the right of the relevant referral as shown above.

Complete details for the **Discharge Referral** and click on **Save Discharge Details** as shown below.

Please remember that discharging a referral will close the patient to all members of this team. If there is a member of staff who is still seeing the patient from your team, leave the referral open.

Figure 7: Discharge Referral screen

If you require further clarification or encounter any problems, please contact:
ElectronicSystems.Help@eastlondon.nhs.uk