Health Partner Gateway Reference Guide for Health Partners

MODULE 5.2

eReferral to CC & Rehab Facilities

Revision Table

Date	Version	Author	Comments
June 19, 2013	1.0	Colleen Poirier	Posted for Complex Care/ Rehab Facilities

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1. Background & Introduction

The eReferral to Complex Care/Rehab program involves the placement of clients into Complex Care (CC) beds (formerly known as Complex Continuing Care) and hospital-based post-acute Rehabilitation beds in the health care system.

This process allows for accurate communication of information between the CCAC and Complex Care and Rehab Facilities. It also provides an electronic record of all major events encountered in the process of placing a CCAC client into a CC/Rehab Facility.

The CC/Rehab e-Referral functionality allows CCAC staff to:

- assess clients and send electronic referrals for Complex Care and Rehab to various Facilities
- maintain an accurate and complete waitlist for each CC/Rehab facility in their LHIN
- notify a client of available bed and work with referring hospital
- facilitate discharge planning from CC/Rehab Facilities when appropriate
- update CC/Rehab referrals as necessary and communicate to Facilities

The CC/Rehab Facilities through HPG Referral Management:

- receive, review and respond to CC/Rehab referrals
- receive and view Referral Package documents and assessments
- view the waitlist for each Bed Type in their Facility
- Record Client admissions and discharges from their Facility

Complex Care Bed Types

The current CC Bed Types:

1. Medically Complex – Ventilator Dependent
2. Medically Complex - Dialysis
3. Medically Complex – Acquired brain injury
4. Medically Complex – Bariatric
5. Medically Complex-General
6. Complex Care Behavioural Health
7. Complex Care Restorative Care
8. Complex Care End of Life
9. Complex Care Geriatric Assessment
10. General CC/Rehab

Rehab Bed Types

The current Rehab bed types are:

- Specialized Rehab-ABI
- Specialized Rehab-Spinal Cord
- Specialized Rehab-Stroke
- Specialized Rehab-Neuromuscular-Other
- Specialized Rehab-Amputations
- Specialized Rehab-Musculo-skeletal/Locomotor
- Specialized Rehab-Geriatric
- Specialized Rehab-Other
- General CC/Rehab

Bed Types will vary according to the CC/Rehab Facility and the services they provide.

This document covers the functionality related to:

- HPG access for facilities to manage CC/Rehab referrals received from one or more CCACs:
    - Ability for facilities to receive, review and respond to CC/Rehab Facility referrals
    - Ability to receive and view Referral Package documents and assessments
    - Access to referral details and response updates
- CC/Rehab Hospitals are able to:
    - Search for referrals to the Facility
    - View the referral details, documents, notification logs
    - Respond to the Referral
    - View waitlists

For more information on other HPG functionalities, please refer to the HPG Reference documents posted to the Providers' Portal on the CCAC Website.

2. REFERRAL MANAGEMENT IN HPG FOR THE CC / REHAB FACILITY

You, the CC/Rehab Facility access the e-Referrals in HPG via the Referral Management tab.

This allows you to:

- Search for Referrals
- View Waitlists
- View Notification Logs
- View Referral Details
  - Client Information
  - Referral Notification Log
- View Referral Documents
- Respond and update referral statuses

The Referral Management section has three tabs:

- **Referrals** – allows you to search for referrals by your HPG team (Organization) and Referring CCAC

  Two sub-tabs include:

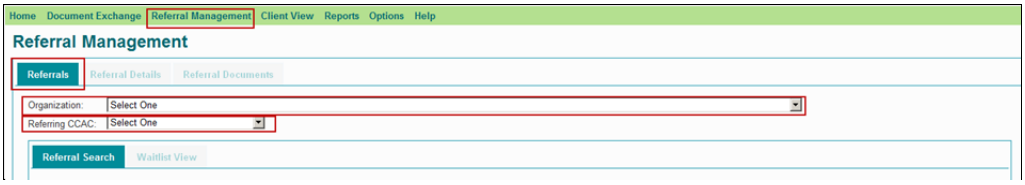
  - *Referral Search* – allows you to further refine the referral search using a number of filters (Referral ID, Notification Date, Bed Type and Status)
  - *Waitlist View* – provides a list of clients who have been waitlisted for your facility and the bed in focus

- **Referral Details** – allows you to view the details of the selected referral from the search results grid and respond to the chosen referral

- **Referral Documents** – allows you to view shared documents and assessments in a PDF format

2.1 Referrals

The **Referrals** tab is the default when you select **Referral Management** in HPG. This page allows you to search for referrals sent to your Organization team, with a further optional filter of Referring CCAC.



Refine the Referrals you want to search for by your Organization Team and Referring CCAC.

If your Facility has both Complex Care and Rehab units, each type of unit will be listed and selected as a separate Organization.

Organization and Referring CCAC drop down(s) may appear greyed out (no other options) if you are assigned to only one Organization and/or CCAC.

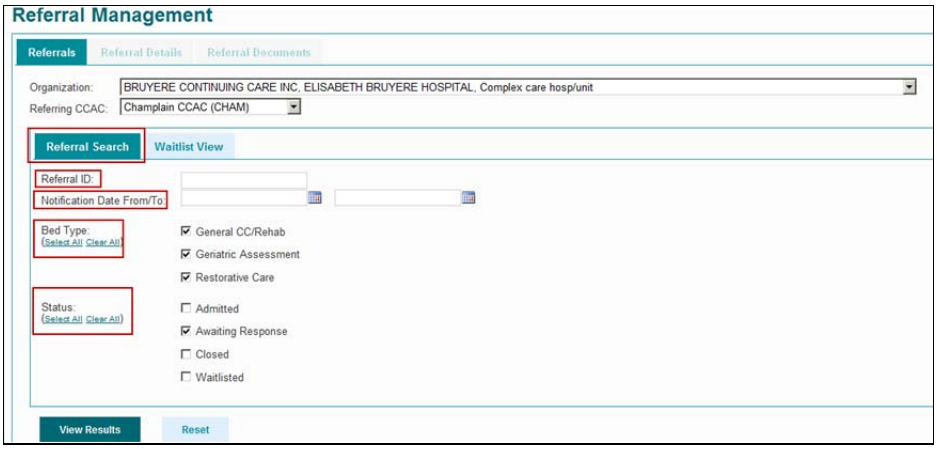
2.1.1 Referral Search

When you select the Organization and Referring CCAC from the drop down options, HPG displays the **Referral Search** tab to further refine your search results.

Search results generated in the **Referrals** tab will be available until a new search is performed.

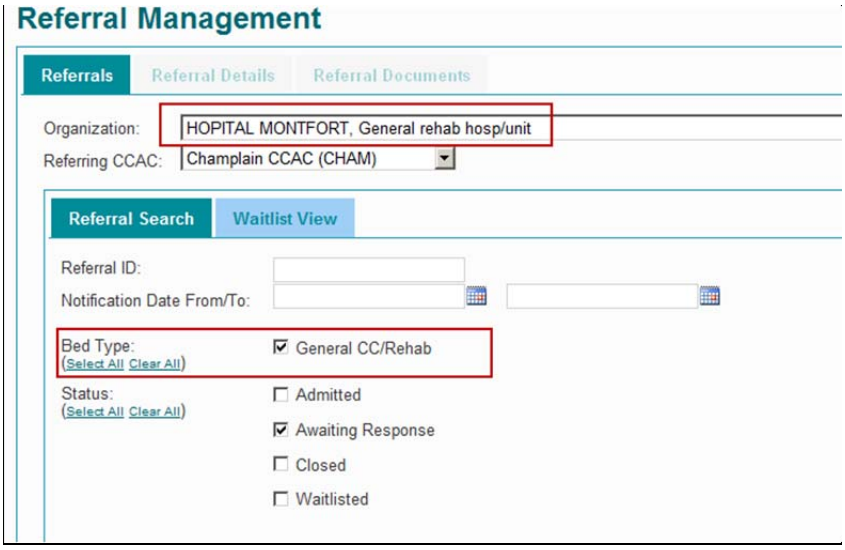
Available additional criteria:

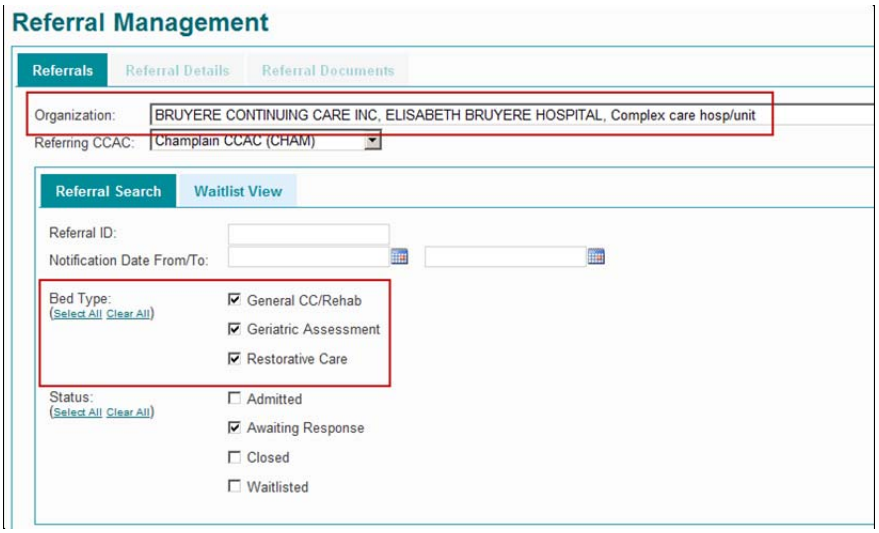
- Referral ID
- Notification Date From/To
- Bed Type
- Status



The "Bed Types" displayed are those Bed Types that are available in the CC/Rehab Facility/unit selected in the Organization field in the "Search Criteria" section above.

The examples below show this variation in Bed Types based on the Organization selected:





Referral Status

There are four referral status categories:

- Admitted
- Awaiting Response
- Closed
- Waitlisted

You can search for referrals with a particular status using the **Status** filter in the Referral Search (any or all can be selected):

See **Section 3.2** for additional details about Status and Actions.

To search for referrals:

1. Set the search criteria on the **Referral Search** page according to the table below.
2. Select View Results to see a list of referrals that match the refined criteria.

Referral Search Criteria and Descriptions:

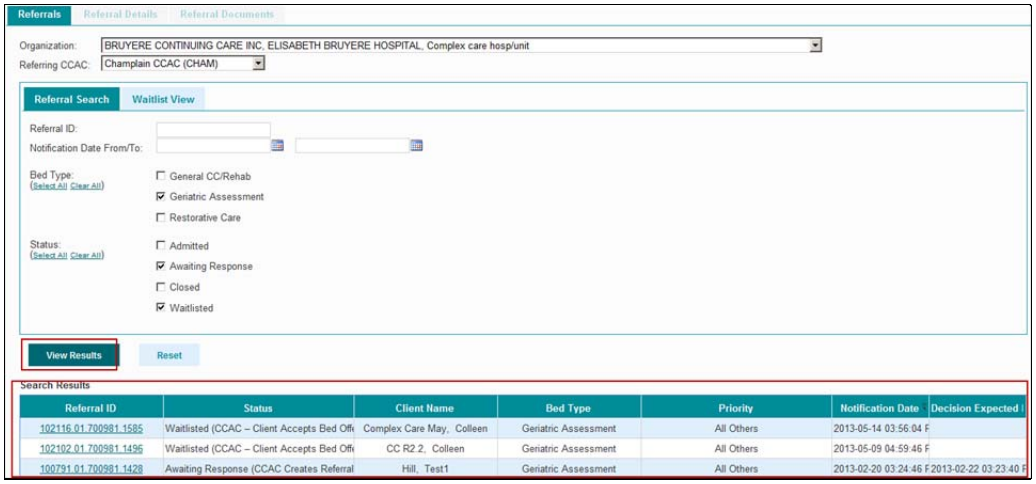
Criteria	Description / Comments
a) *Referral ID*	System generated identifier for the referral. If it is known, it can be entered here to find the specific referral
b) *Notification Date From/To*	DD/MM/YYYY can be entered as an additional filter (calendar tool available) Select the dates to filter and display referrals based on the Notification Date-the date the notice was sent to your facility
c) *Bed Type*	Multiple Check boxes available for CC/Rehab Facility(s) that offer more than one bed type.(Any or all can be selected) Check the Bed Type(s) that you wish to display in the Search Results (**Select All**, **Clear All** available)
d) *Status*	Refers to the Referral Status, and defaults to 'Awaiting Response'; other choices include Waitlisted,

	Admitted and Closed Check the Status(s) that you wish to display in the Search Results (**Select All**, **Clear All** available)

***Reset** clears all criteria

Search Results Grid

The information displays in the **Search Results** grid in several columns:



Referral ID – unique system generated identifier assigned to the client's CC/Rehab Facility referral. If you click on this link, the referral details for the selected referral will display in the **Referral Details** tab.

Status – displays the referral status followed by the most recent business action/event in brackets.

Client Name – the name of the referred client, in the format "Surname, First Name"

Bed Type – the name of the bed Type related to the referral

Priority – displays Priority assigned to the Bed choice in CHRIS

Notification Date – the date on which the most recent business event relating to the referral occurred

Decision Expected By – the date by which the facility is expected to respond to a new/updated referral. This only applies to referrals in '*Awaiting Response*' status.

The search results only show the latest status for each referral/application. To view the history of the notifications for each referral/application, the user will need to click on the Referral ID link.

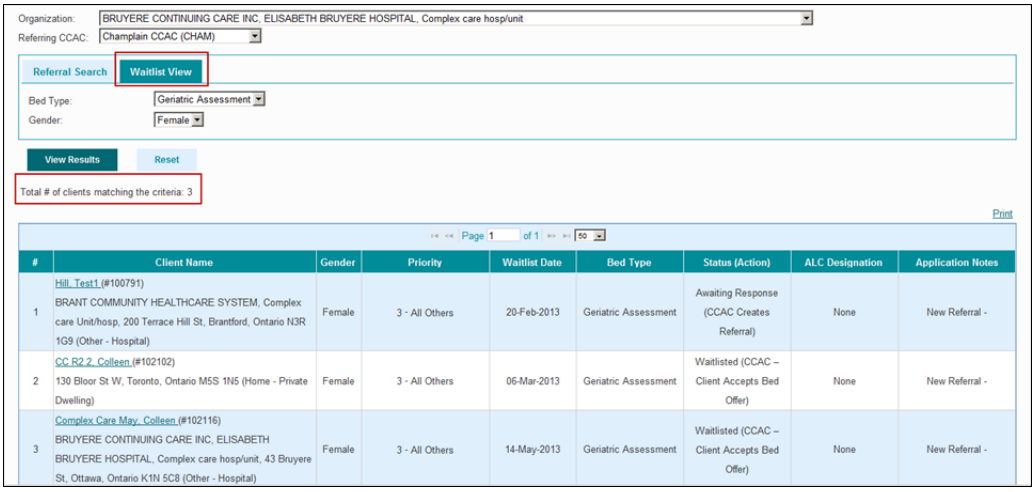
Select a **Referral ID** link in the Search Results grid to navigate to the **Referral Details** tab, where the application/referral is displayed.

2.1.2 Waitlist View

The Waitlist View tab provides you with a list of clients who are on the waitlist for the Facility and Bed Type. You can refine the list using the **Filter Criteria** with the filters of:

- Bed Type:
  - Options on the picklist are based on the Bed Types available in the selected CC or Rehab Facility
  - You can only select one Bed Type at a time
- Gender:
  - Choices of Any, Female and Male

Waitlist View:



The information (columns) in the Waitlist View search results are as follows:

 # (number sign) - indicates the client's actual place on the waitlist, not influenced by any filters

Client Name – Client's name and client number in brackets, followed by the client's present location. This link navigates the user to the Referral Details tab.

Gender – male or female

Priority – the Priority assigned by the CCAC user in CHRIS

Waitlist Date – the date the client was added to the Wait List

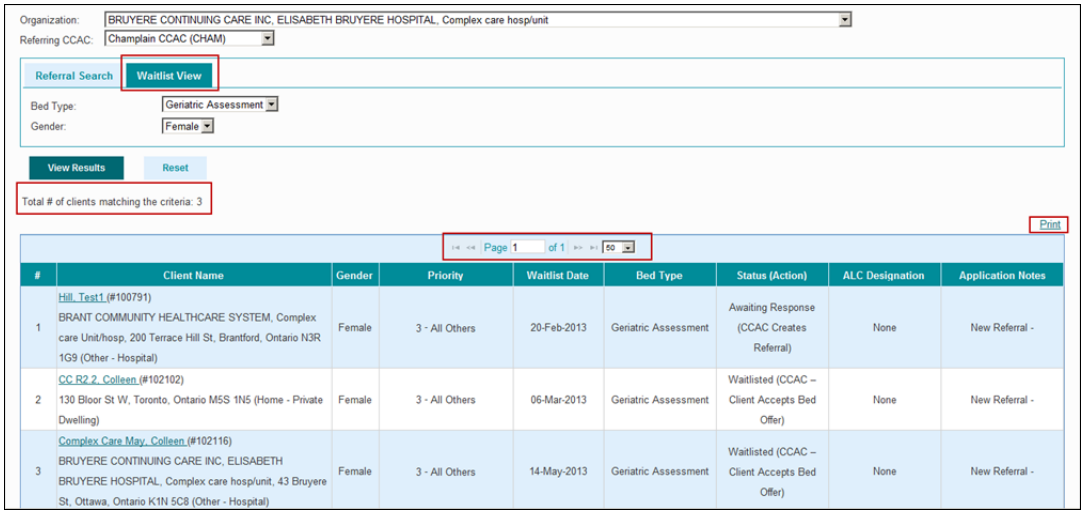
Bed Type - type of bed for which the client has been waitlisted

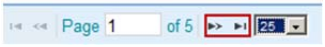
Status (Action) – the referral status with the action that resulted in the status in brackets

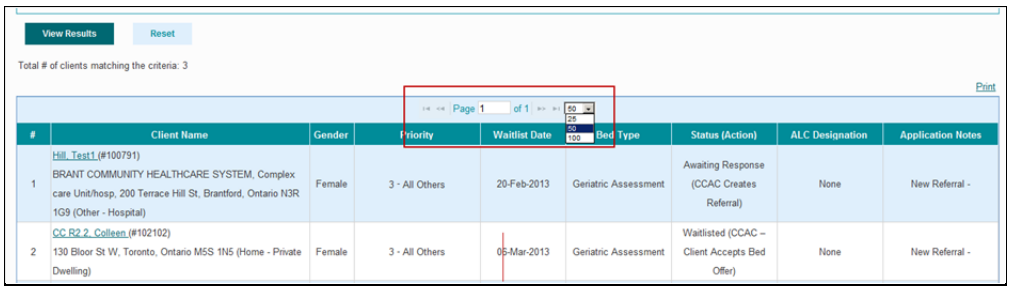
ALC Designation-indicates if the client has been assigned ALC for the CC/Rehab Referral Type

Application Notes – information from the Notes field on the Referral. This information is entered by the CCAC user in CHRIS during the steps of adding or updating the choice.

At the top of the grid:



- Total # of clients matching the criteria:-identifies the number of clients matching the selected criteria
- There is the option to print the Wait List in the upper right of the grid. A printer dialogue box will appear for you to print the list.
- Paging functionality is available for the Waitlist Search results. You can see the total number of clients matching the search criteria and then decide whether to display 25, 50 or 100 clients at a time on the screen. The user can then move through the pages by using the arrows- 



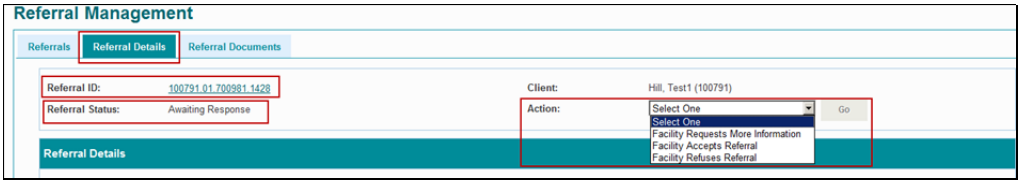
Note the following points about the Wait List:

- The Clients are displayed or grouped according to priorities-highest to lowest.
- Within each Priority the clients are sequenced according to Waitlist Date-old to new
- Client with the same Priority and Waitlist Date have the same sequence #
- Within each sequence #, the clients are listed in alphabetical order according to surname
- Application Notes column displays the content of the Application Notes or the Reason for Update field from the latest Send Update

2.2 Referral Details

The **Referral Details** tab allows you to view the details of the Referral, the Notification Logs as well as perform an action. The Referral Details tab is disabled (greyed out) on first entry until a referral is selected for viewing. Once you have opened the Referral Details view, you will be able to toggle between the **Referral** and **Referral Details** tabs without losing the focus/settings.

The Header:



Referral ID – unique identifier assigned by the system; selecting the link generates a PDF version of the referral

Client – client last and first name with client number

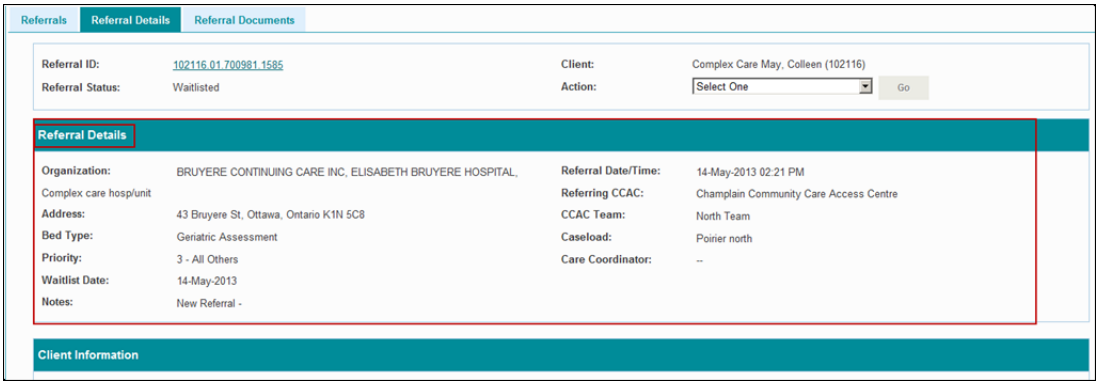
Referral Status – current status of the referral (Awaiting Response, Waitlisted, Admitted or Closed)

Action - drop down menu that allows you to respond to the referral; communication is sent back to the CCAC (available action options depend on the Referral type and

the Referral Status). When an action is selected, a window will pop up to allow you to add comments and/or additional information.

The choice of actions depends on the current status of the referral. More information on the Status and the Action drop down choices can be found in **Section 3.**

Referral Details Section



The **Referral Details** section identifies:

Organization – the CC/Rehab Facility/unit to which the client has been referred

Address of the CC/Rehab Facility

Bed Type - type of bed the client requires

Priority- Priority of the choice entered in CHRIS

Waitlist Date-the date the client has been added to the Waitlist

Notes – additional information relevant to the referral; for a new referral the note will default to 'New Referral'. Any comments added by the CCAC user in CHRIS are appended to the Notes. For updated referrals, existing notes will be replaced by new notes entered by the CCAC user.

Referral Date/Time – date and time when the referral was initially sent to your Facility

Referring CCAC – the CCAC that referred the client to your Facility

CCAC Team – the team at the CCAC primarily responsible for the client

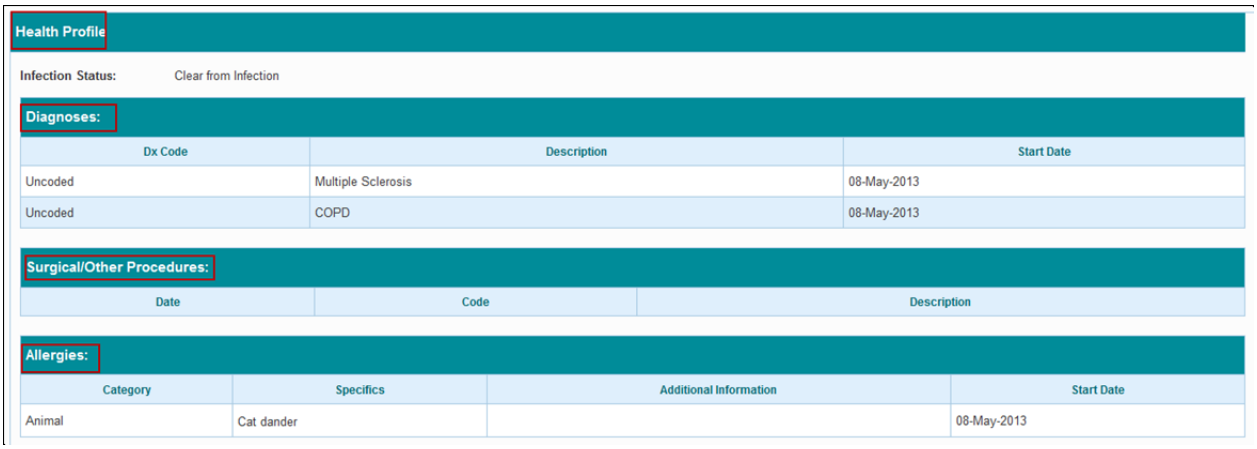
Caseload – name of the primary caseload responsible for the client

Care Coordinator–name of care coordinator responsible for the client

Other information contained in the Referral Details tab:

Client Information

Name:	Complex Care May, Colleen (102116)	**Phone Number:**	(454) 343-7890
HCN:	--	**Home Address:**	130 Bloor St W, Toronto, Ontario M5S 1N5
Date of Birth:	04-Feb-1934	**Present Location:**	BRUYERE CONTINUING CARE INC, ELISABETH BRUYERE HOSPITAL,
Gender:	Female		Complex care hosp/unit, 43 Bruyere St, Ottawa, Ontario K1N 5C8
Preferred Language:	--		
Marital Status:	--		



Health Profile

Infection Status: Clear from Infection

Diagnoses:

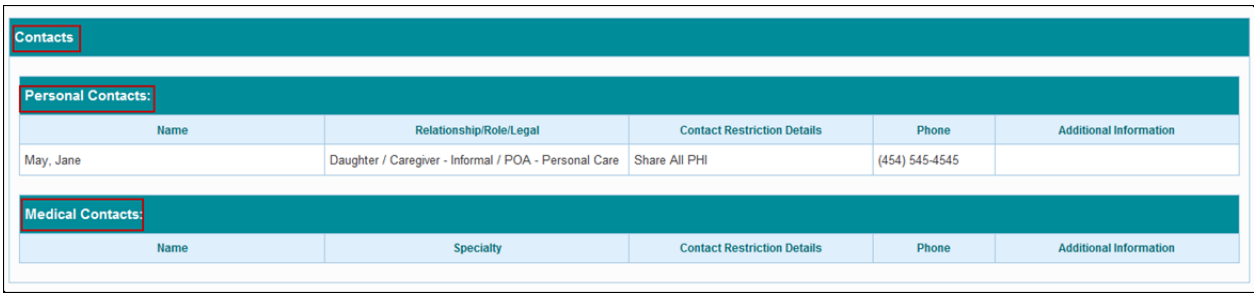
Dx Code	Description	Start Date
Uncoded	Multiple Sclerosis	08-May-2013
Uncoded	COPD	08-May-2013

Surgical/Other Procedures:

Date	Code	Description

Allergies:

Category	Specifics	Additional Information	Start Date
Animal	Cat dander		08-May-2013



Contacts

Personal Contacts:

Name	Relationship/Role/Legal	Contact Restriction Details	Phone	Additional Information
May, Jane	Daughter / Caregiver - Informal / POA - Personal Care	Share All PHI	(454) 545-4545	

Medical Contacts:

Name	Specialty	Contact Restriction Details	Phone	Additional Information

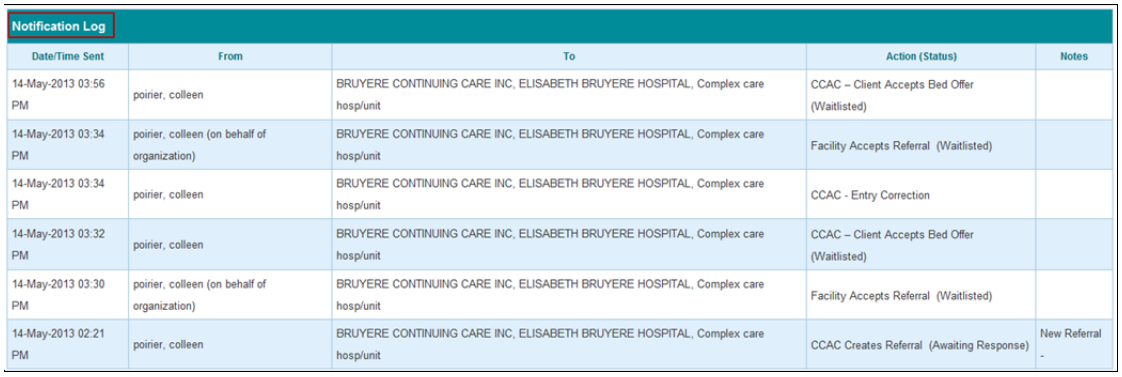
Client Information –client identifiers and demographics

Health Profile – selected information taken from the Client's Health Profile from the CCAC record

Contacts – contains Active Personal and Medical Contacts information derived from the CCAC record

Notification Log

The Notification Log records all the actions and updates sent/completed between the CC/Rehab Facility and the CCAC. It is located at the bottom of the Referral Details page:



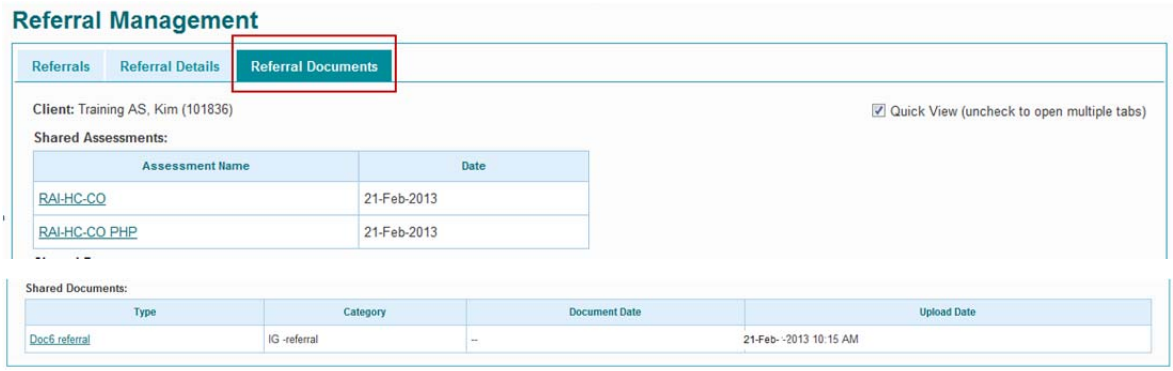
Notification Log

Date/Time Sent	From	To	Action (Status)	Notes
14-May-2013 03:56 PM	poirier, colleen	BRUYERE CONTINUING CARE INC, ELISABETH BRUYERE HOSPITAL, Complex care hosp/unit	CCAC – Client Accepts Bed Offer (Waitlisted)	
14-May-2013 03:34 PM	poirier, colleen (on behalf of organization)	BRUYERE CONTINUING CARE INC, ELISABETH BRUYERE HOSPITAL, Complex care hosp/unit	Facility Accepts Referral (Waitlisted)	
14-May-2013 03:34 PM	poirier, colleen	BRUYERE CONTINUING CARE INC, ELISABETH BRUYERE HOSPITAL, Complex care hosp/unit	CCAC - Entry Correction	
14-May-2013 03:32 PM	poirier, colleen	BRUYERE CONTINUING CARE INC, ELISABETH BRUYERE HOSPITAL, Complex care hosp/unit	CCAC – Client Accepts Bed Offer (Waitlisted)	
14-May-2013 03:30 PM	poirier, colleen (on behalf of organization)	BRUYERE CONTINUING CARE INC, ELISABETH BRUYERE HOSPITAL, Complex care hosp/unit	Facility Accepts Referral (Waitlisted)	
14-May-2013 02:21 PM	poirier, colleen	BRUYERE CONTINUING CARE INC, ELISABETH BRUYERE HOSPITAL, Complex care hosp/unit	CCAC Creates Referral (Awaiting Response)	New Referral -

You can toggle between the **Referrals** (search) tab, the **Referral Details** tab and **Referral Documents** tab without losing focus:

2.3 Referral Documents

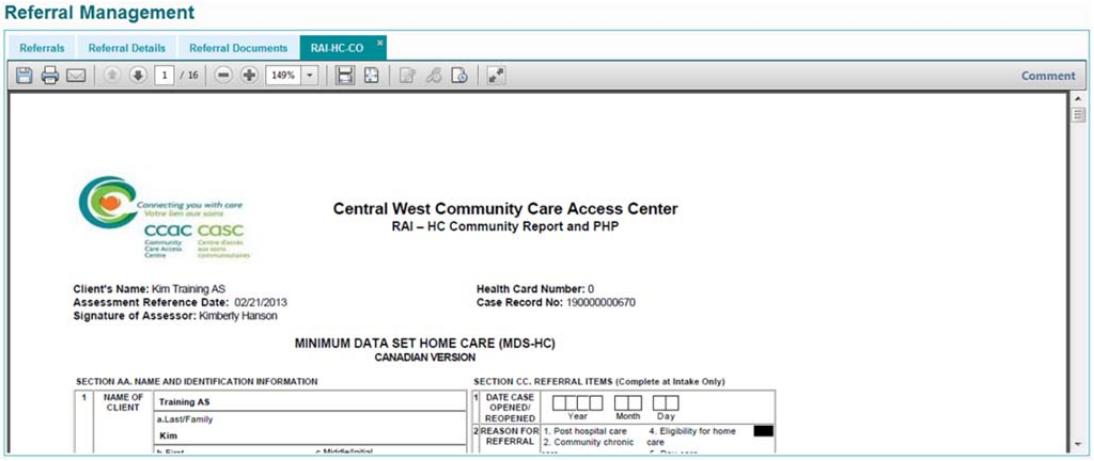
CCAC users have the ability to share documents and interRAI Assessments as part of the Referral Package. These documents and assessments can be accessed by you from the **Referral Documents** tab:



The Documents tab is disabled (greyed out) on first entry until a referral is selected. Only those documents and assessments associated with the referral will be displayed.

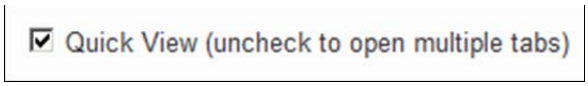
You can only see these documents if the CCAC uses this functionality.

Select the document link to open a PDF of the document, for example:

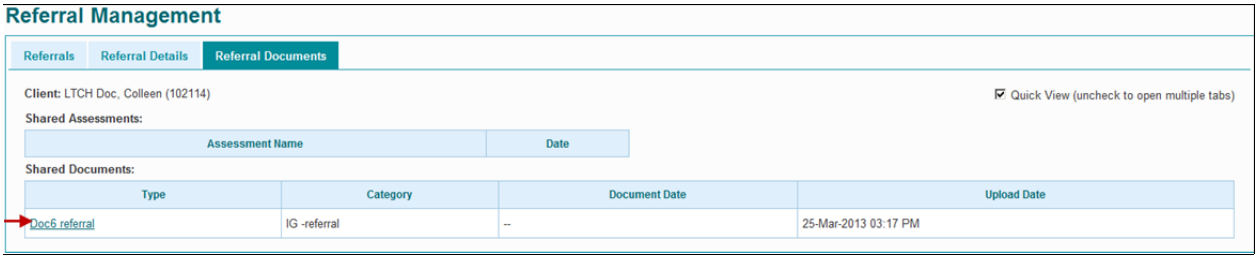


There are two views when accessing shared Referral Documents:

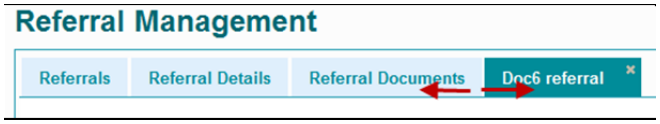
1. When the **Quick View is checked**;



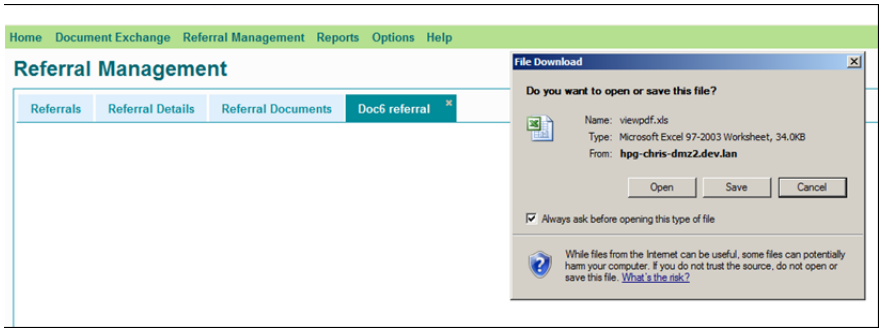
By selecting the **Document Type** link from the **Shared Documents** grid, HPG navigates you to the document tab where you can view the document within that tab (if the document is a PDF or TIFF).



You are automatically taken to the **Document Type** tab, and will need to toggle back to the **Referral Documents** tab to open up another document.

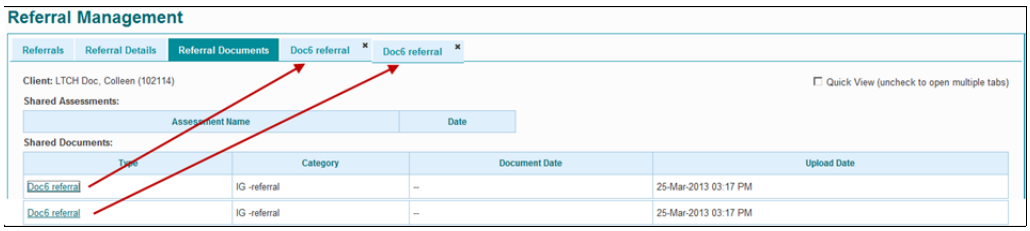


A File Download window may pop up (if the document format is not PDF) prompting you to either Open or Save the document:



2. When the **Quick View is not checked**;

You can open multiple document tabs without having to go back to the **Referral Documents** tab each time you wish to open a new document.

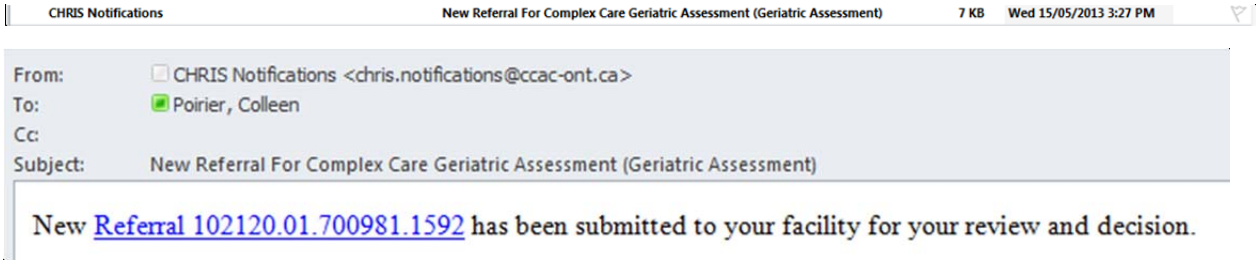


This functionality also applies to Shared Assessments documents.

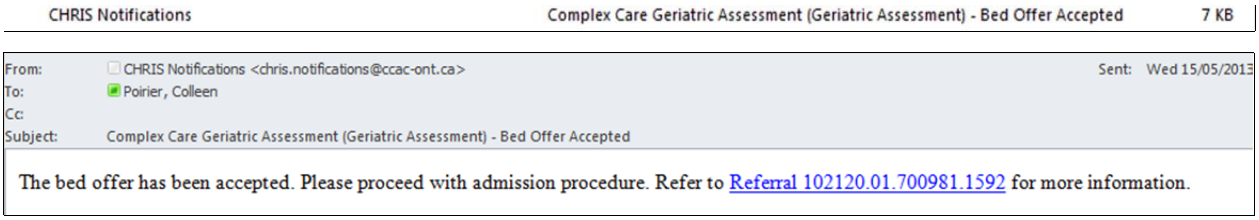
3. CC / Rehab Facility Management of e-Referrals

3.1 Email Notifications

When your Facility receives a new referral in HPG from a CCAC, you are notified by email. The Referral type is in the subject line of the email so that your Facility users can distinguish between notifications for Rehab and various Complex Care programs. This is beneficial if your Facility has more than one Bed Type.



Email notifications are also received when there are updates to Client Information or to the application:



The email prompts you to access HPG (clicking on the Referral ID link will navigate you to the HPG log in page) to review and respond to the referral.

Events that trigger email notifications to the CC/Rehab Facility are:

Action by the CCAC user/CHRIS Event	Notification Description
The Facility Choice is added in CHRIS by the CCAC-Send Application	New Referral for Complex Care/Rehab……
CCAC undoes a status change	Referral Record Corrected
CCAC Sends Update-because more information has been requested by the Facility or the CCAC has new information to share	Client Information Updated
Client Accepts Bed-CCAC notifies the CC/Rehab Facility that the client has accepted the Bed Offer	Bed Offer Accepted

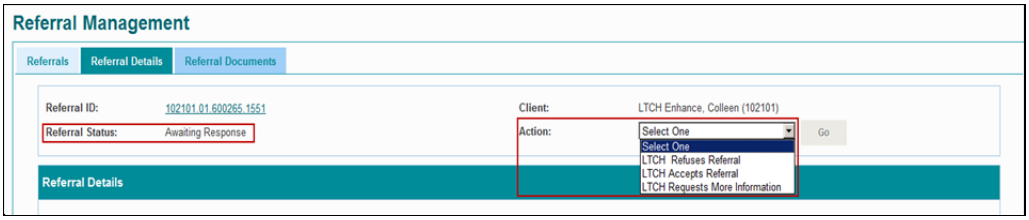
CCAC Withdraws /Withdrawn-CCAC notifies the CC/Rehab Facility that the Application is withdrawn from the waitlist-this could be for a number of different reasons	Referral Withdrawn
Client Refuses Bed	Bed Offer Refused

3.2 Referral Management- CC/Rehab Facility Status and Actions

Once a CC/Rehab Facility has been notified that a referral or update has been completed by the CCAC (usually by email), the CC/Rehab Facility goes into HPG Referral Management to view and respond to the referral. This section describes the many possible actions that the CC/Rehab Facility can take in response to the actions of the CCAC.

Refer to **Section 2** for details and search functionality of Referral Management.

As mentioned in **Section 2.2**, the Referral header in the Referral Details tab contains an Action drop down menu that enables your Facility to respond to a referral. Choices are based on the current status of the referral:

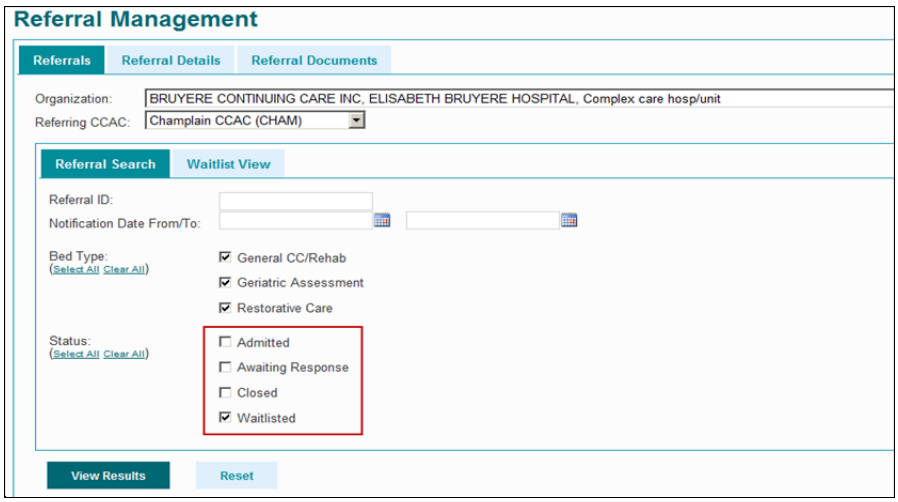


3.3 Referral Status

Complex Care/Rehab referrals have 4 possible statuses:

- Awaiting Response
- Waitlisted
- Admitted
- Closed

You can select in the Search Criteria which group of referrals you want to see, by selecting one or more referral status categories.



Awaiting Response means that a new/updated referral has been sent by the CCAC and your Facility needs to respond to the CCAC to indicate if you are able to provide the requested care for the client. New referrals are in this state. Referrals are also returned to this state prior to the client's admission to a bed and each time that a CCAC provides updated information about the client's referral that requires a response from you. Because the update might affect your facility's ability to care for the client, you must respond again with your acceptance or refusal of the client's referral.

Waitlisted indicates that your facility has accepted the client's referral but has not yet admitted the client and a response from the facility is not required at this point. The next step is for your facility to admit the client.

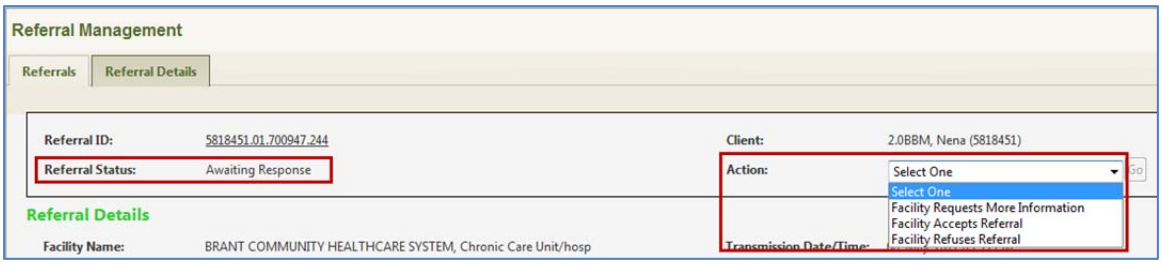
Admitted means that the client has been admitted to a Complex Care/Rehab bed in your Facility, and is receiving care/treatment. Selecting Admitted status provides your Facility with a list of all the CCAC referred clients who are currently in the selected beds in your Facility.

Closed means that the client no longer requires care by your Facility. This can be one of two reasons: the client withdrew his/her application prior to admission to a bed or the client was admitted for care and has been discharged from the Complex Care or Rehab bed. Selecting "Closed" status filter gives the hospital a list of all recent discharges and withdrawn referrals.

Closed Referral types eventually drop off the Search Results grid. The length of time that "Closed" Referrals and the associated documents and assessments remain accessible to your Facility in HPG is determined by each CCAC.

3.4 Complex Care / Rehab Facility Actions

As mentioned in **Section 2.2**, the Referral header in the Referral Details tab contains an Action drop down menu that enables the CC/Rehab Facility to respond to a referral based on its current status:



The following table displays all of the possible actions for each referral status:

Referral Status	Possible Actions
Awaiting Response	Facility Requests More Information Facility Accepts Referral Facility Refuses Referral
Waitlisted	Facility Admits Client
Admitted	Facility Requests Client Reassessment Facility – Client Ready for Discharge Facility Discharges Client
Closed	None

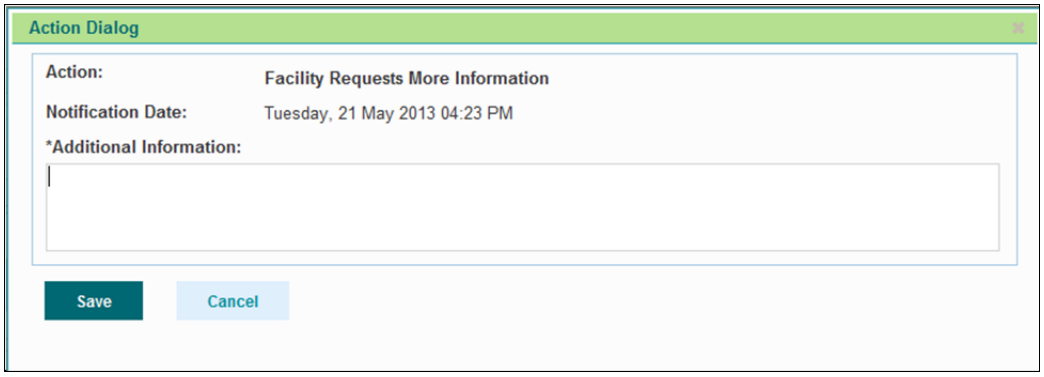
3.4.1.1 'Awaiting Response' Status

When a facility receives a new referral, the status of that referral is 'Awaiting Response (CCAC Creates Referral). With a new referral, the facility has 3 actions it can choose from.

Action: Facility Requests More Information

You would select this response in the Action drop down menu if you feel that the information provided (referral and application package) is insufficient to make a decision.

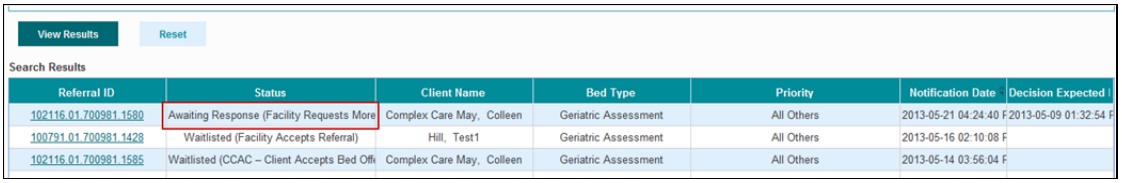
When this is selected, an Action Dialog will display:



The Notification Date is set to the system date and time.

Additional Information field is mandatory and should be used to identify what information is missing or incomplete.

As a result of selecting Facility Requests More Information action, the client referral will remain in 'Awaiting Response' status. The most recent action in the Status column (in brackets) of the Search Results now displays 'Facility Requests More Information' rather than 'CCAC Creates Referral'.

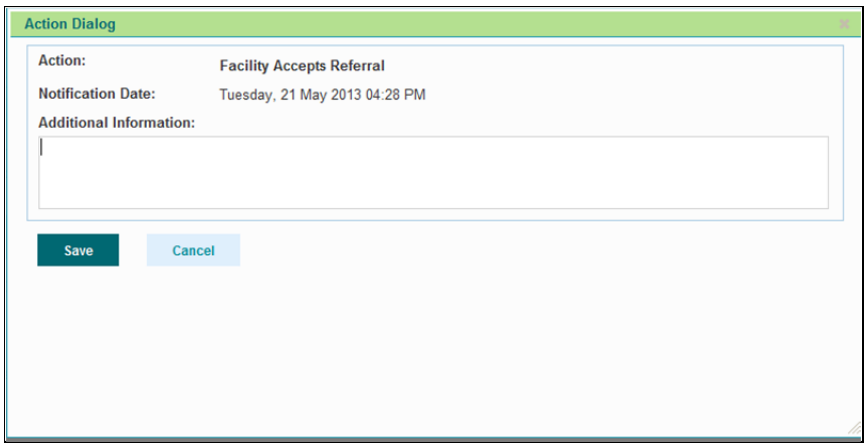


When the CCAC responds to the request for more information, the status will be progressed to 'Awaiting Response (Client Updates Client Information). The referral status remains 'Awaiting Response' because your Facility has yet to either Accept or Refuse the client referral.

Action: Facility Accepts Referral

When your facility has determined that you are able to provide the necessary care for a client after having reviewed the Referral and Referral package, select 'Facility Accepts Referral' from the action drop down.

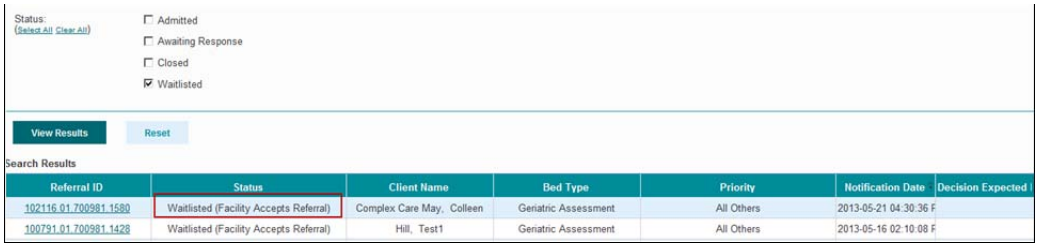
When this is selected, an Action Dialog will display:



The Notification Date is set to the system date and time.

Additional Information field is optional and can be used to record a short note to the CCAC regarding your acceptance of the client referral.

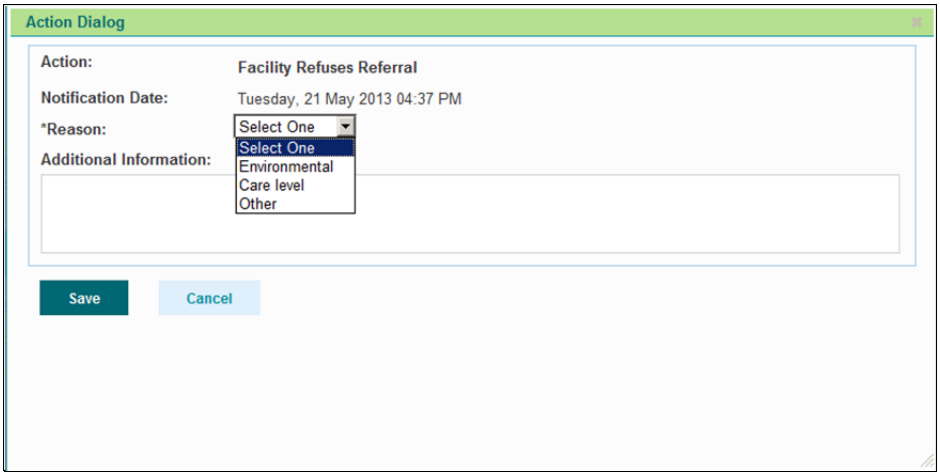
As a result of accepting a referral, the client referral is no longer displayed in the "Awaiting Response" referral status category. It will now be found under the "Waitlisted" status. The status on the Referral Search Results grid will now display "Waitlisted (Facility Accepts Referral)". As the CCAC progresses the client choice through the bed matching and bed offer process, the referral status in HPG Referral Management will remain "Waitlisted", but the most recent update will be displayed in brackets in the Status column:



Action: Facility Refuses Referral

If your facility determines that it is unable to care for the client based on the assessment and referral information provided, and you have all the required information necessary to make this decision, your facility would select 'Facility Refuses Referral' option in the Action drop down menu.

When this is selected, an Action Dialog will display:

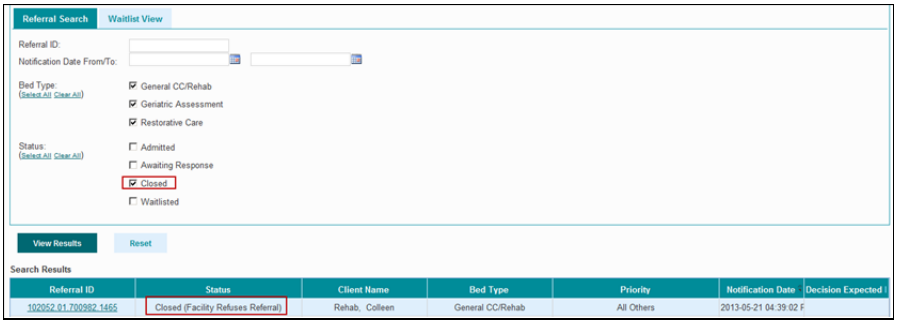


The Notification Date is set to the system date and time.

'Reason' is a mandatory field and is defined as the reason why the Facility cannot care for the client. Currently there are three choices for reason for refusal: Environmental, Care level and Other.

Additional Information is an optional field and should be used to provide any extra details related to the refusal.

When a facility refuses a client Referral, the Referral Status is updated to "Closed". The referral is no longer displayed under the "Awaiting Response' referral status category but has moved to 'Closed' category. The status of the refused referral in the Referral Search Results grid is "Closed (Facility Refuses Referral)". "Closed" referrals will be displayed for only a limited period of time, as determined by the CCAC.



3.4.1.2 'Waitlisted' Status

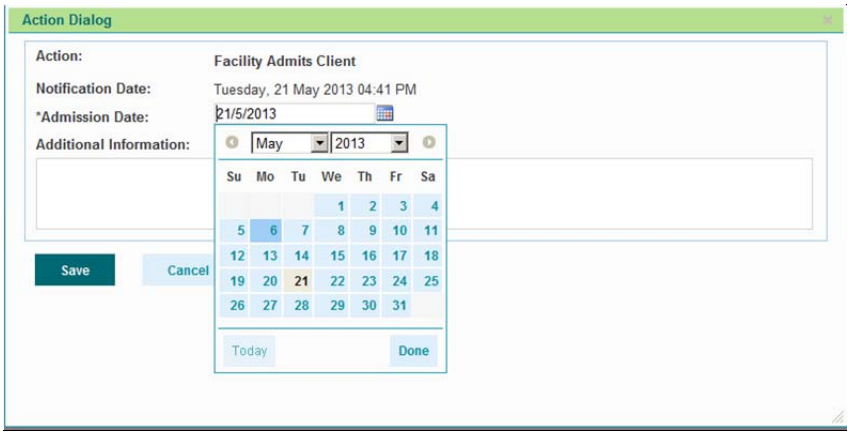
As mentioned earlier, the referral status will remain in 'Waitlisted' status as the CCAC progresses through the process of bed matching and bed offer, with each update displaying in brackets in the Status column.

When the CCAC has identified a client for a vacant Complex Care/Rehab bed and the client has accepted the bed offer, your facility will be notified. The next step is for your facility to work with the referring hospital/facility where the client is currently located to arrange the transfer of the client between facilities/hospital units.

Action: Facility Admits Client

When the client is admitted to your Facility, select the "Facility Admits Client" option in the Action drop down menu.

When this is selected, an Action Dialog will display:



Notification Date is automatically set to the system date and time.

'Admission Date' field is mandatory and the calendar tool will already be open when the Action Dialog is opened. Admission Date is defined as the actual date on which the client was admitted to your Facility.

Additional Information field is optional and should be used to relay any extra details of the client's admission to your Facility.

As a result of this action, the referral status is now "Admitted", and the referral can be found in the Admitted referral status category of the referral Search Results.

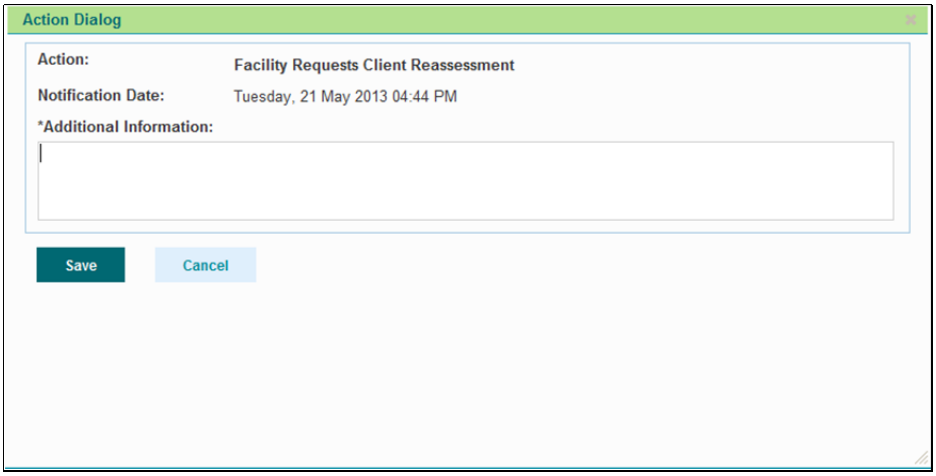
3.4.1.3 'Admitted' Status

Action: Facility Requests Client Reassessment

Once a client has been admitted and is receiving treatment/care in the Complex Care/Rehab bed, there may be times when the facility/hospital feels that the client would benefit from a CCAC client reassessment. This would typically be indicated when a client's condition has changed significantly, either for better or for worse.

To request a reassessment, select the 'Facility Requests Client Reassessment' action.

When this is selected, an Action Dialog will display:



Notification Date is automatically set to the system date and time.

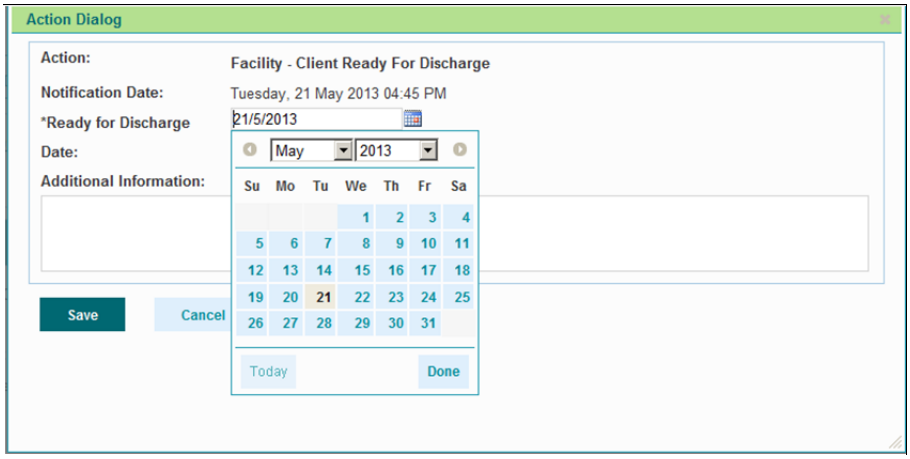
Additional Information is mandatory and should be used to specify the reason for the requested reassessment to the CCAC.

As a result of this action, the referral remains in "Admitted" status, and the Status on the Referral Search Results grid shows "Admitted (Facility Requests Client Reassessment)". In this way, you can always determine for which clients requested assessments are outstanding. The CCAC will reassess the client and possibly send an update of the client referral to your Facility.

Action: Client Ready for Discharge

When the client has received the planned Complex Care/Rehab treatment, the planned outcomes have been achieved and the client is ready for discharge, select from the Action drop down list 'Client Ready for Discharge'.

When this is selected, an Action Dialog will display:



The *Notification Date* is automatically set to the system date and time.

'Ready for Discharge Date' is mandatory and the calendar tool will already be open when the Action Dialog is opened.

Additional Information should be used to provide any details of the client outcomes/treatment completion.

This is the trigger for the CCAC to initiate discharge planning for the client. The results of the case manager's reassessment will inform the type of destination to which the client can be discharged safely.

The referral in HPG remains in "Admitted" status. The Status column on the Referral Search Results grid will show Admitted (Facility – Client Ready for Discharge).

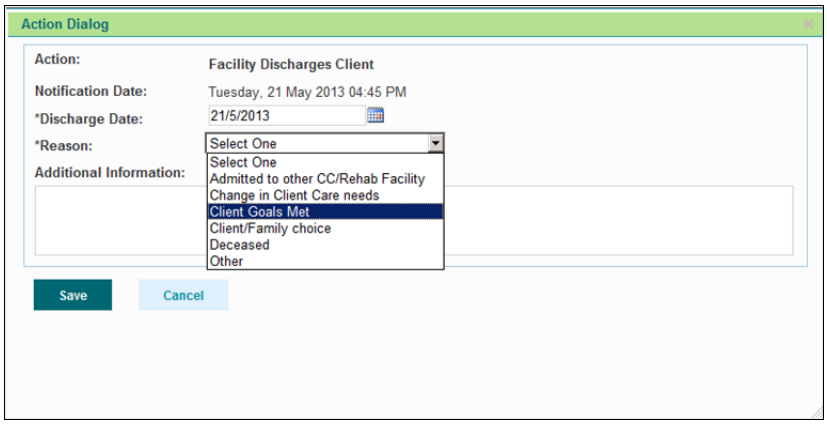
Action: Facility Discharges Client

Depending on the client's discharge destination, the client may not be able to be discharged immediately. He/she may need to wait for a bed or a place in the discharge destination of his/her choice. This could be in a LTC home, or a different type of Complex Care or Rehab unit.

The client may be discharged home with/without Home Care services.

When the client has actually been discharged from the Complex Care/Rehab unit, select "Facility Discharges Client" and complete the required information.

When this is selected, an Action Dialog will display:



Notification Date is automatically set to the system date and time.

Discharge Date is mandatory and is defined as the actual date on which the client was discharged from the CC/Rehab unit.

Reason is a mandatory field and is defined as the reason why the client was discharged. Currently there are six choices for reason for discharge:

- Admitted to other CC/Rehab Facility

- Change in Client Care needs
- Client Goals Met
- Client/Family choice
- Deceased
- Other

Additional Information should be used to record the specifics of the discharge service requirements to the CCAC. This will trigger the CCAC to discharge the Complex Care/Rehab Referral.

Your Facility can also use the 'Facility Discharges Client' action for an unplanned client discharge, for example:

- Client transferred to acute care due to serious change in client condition
- Client died while in treatment
- Client/family chose to bring client home in advance of completion of planned treatment/care

3.4.1.4 "Closed" Status

As a result of discharging the client, the status of the referral changes to "Closed" and the Status on the Referral Search Results grid shows "Closed", along with the event that resulted in the Closed status beside it in brackets:

There are three scenarios that will close a Referral:

- CCAC withdraws referral
- Facility refuses referral
- Facility discharges client

It is worth mentioning again that 'Closed' referrals will be displayed for only a limited period of time in HPG Referral Management, as configured by the CCAC.

3.4.1.5 Summary – Application Status and Actions

The following table describes the relationship between the application status and the actions taken by either the CCAC or Facility:

Referral Status in HPG Referral Management	Action Taken by Facility or CCAC	New Referral Status
Awaiting Response	Facility Accepts Referral	Waitlisted
Awaiting Response	Facility Requests More Information	Awaiting Response
Awaiting Response	CCAC Updates Client Information	Awaiting Response
Waitlisted	CCAC Updates Client Information	Waitlisted
Waitlisted	CCAC – Client Accepts Bed Offer	Waitlisted
Waitlisted	CCAC – Client Refuses Bed Offer	Closed
Waitlisted	Facility Admits Client	Admitted
Admitted	Facility Requests Client Reassessment	Admitted
Admitted	Facility - Client Ready For Discharge	Admitted
Awaiting Response	CCAC Withdraws Referral	Closed
Awaiting Response	Facility Refuses Referral	Closed
Admitted	Facility Discharges Client	Closed
Waitlisted	CCAC Withdraws Referral	Closed