Advice and Guidance

e-Referrals
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**Main Subject:** Advice and Guidance  
**Sub Subject:** e-Referrals

**Notes:**

**Version Number:** 0.1
Advice and Guidance

To perform an advice and guidance request on e-Referrals, you perform all the normal steps in the clinical system as you would do for a normal e-Referral.

When you have completed these usual steps and launched into e-Referrals, to make this an “Advice” request, you have to change the request type to “Advice”.

Once you have completed the fields, click “Search All”
Your results will then be displayed in a new screen. You can only select one “Advice” option.

When you have chosen, click “Request”

The next screen is where you can type in your “Advice” letter/request for this service

You can add attachments by clicking “Add attachment”, Click “Submit” when finished
Your request will now go through and the UBRN is created

Print paper work for the patient notes

Go back to clinical system as normal and complete the process.
To check responses back for Advice and Guidance

To view the response you have had back from your “Advice” request, go to e-Referrals and into “Worklists”

Under worklist type you will have the option of “Advice and Guidance Responses”

Select this, once you have selected this, do make sure you click the “Refresh” or “Load” button

Once the list has loaded you will be able to see a list of your requests that have had responses

Click the UBRN, you will have the option to click “Actions”

From these options you will be able to see the response back. The response should outline the next action to take.

If the patient does need referring, you can use the same UBRN and by clicking “Update/Book” you will be able to use e-Referrals as normal without having to create a new UBRN.

If you would like to book e-Referrals training with the ICT Training Team for “Advice and Guidance” please contact the SECSU Service Desk:

03000 424242