

Novari eReferral

Decline Vs Cancel

Please see the table below on when to use each function

	DECLINE	CANCEL
Purpose	Return referral back to Central Intake for further action	Referral requires <u>NO</u> further action by Central Intake
Reason for action	<ul style="list-style-type: none">• Does not meet program criteria	<ul style="list-style-type: none">• Patient does not want services
	<ul style="list-style-type: none">• Patient would like to be seen at another program	<ul style="list-style-type: none">• Unable to contact patient
	<ul style="list-style-type: none">• Incomplete Referral/Missing Information required by program	<ul style="list-style-type: none">• Already receiving services (i.e. active patient with DEP)
	<ul style="list-style-type: none">• Unable to offer services due to program capacity(i.e. send to another DEP)	<ul style="list-style-type: none">• Duplicate Referral

When declining a referral you are asking Central Intake to do something else with this referral, this can include:

1. Routing it to a different Diabetes Education Program
2. Obtaining missing information that is required in order for your service to accept it

When cancelling the referral, it does not return to Central Intake and it would be the responsibility of the program to connect with the Requester to inform of the cancellation.

If you are unsure of which action to do, please contact eReferral support via email:

ereferralsupport@mhcentralintake.com