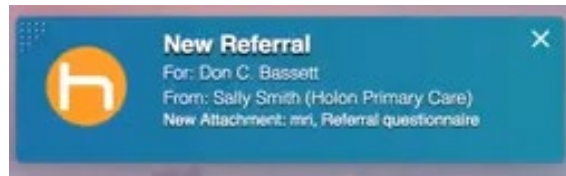




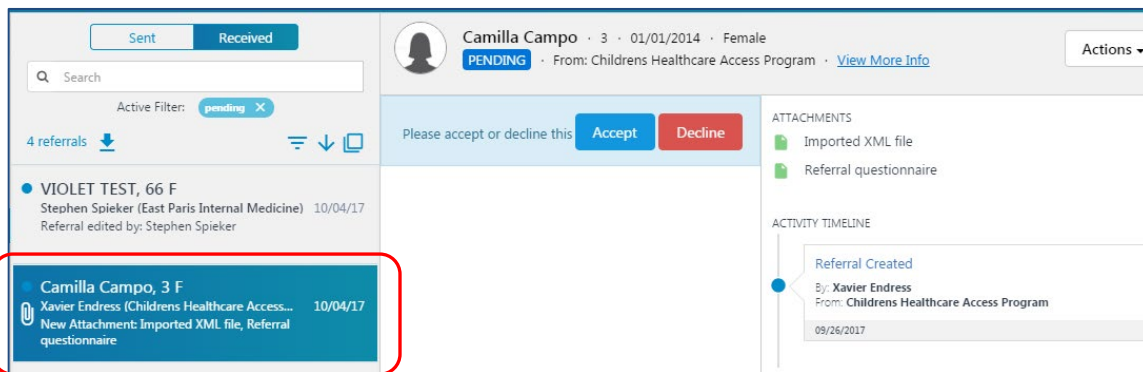
Declining a Referral

Bridge Referral Application User Guide

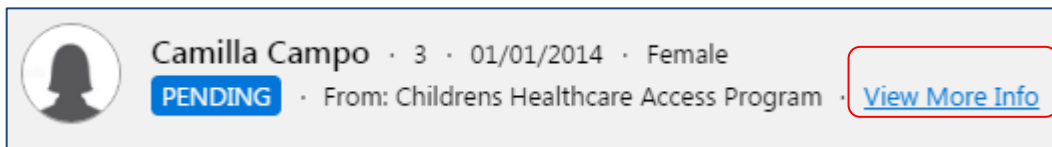
1. If you are logged into the **GLHC Bridge**, but are not actively working in the Referrals application, a pop-up notification will alert you that you have received a new referral.



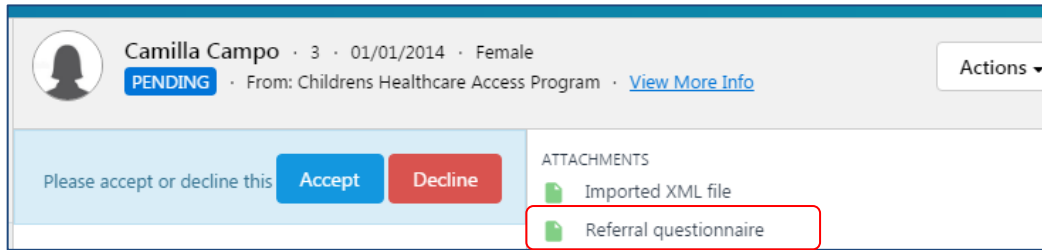
2. Click on the notification to open the **Referrals** application to that referral. Another option is to open the Referral application and find the referral.



3. Click **View More Info** in the header to open up the patient demographic information.



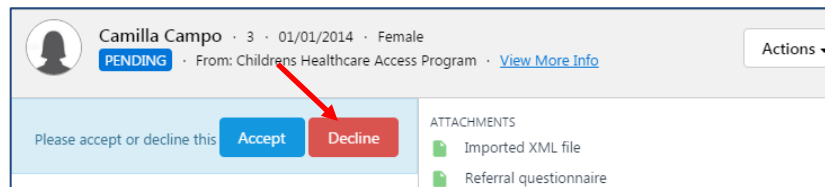
- Click **Referral Questionnaire** in the Attachment section to view the answers to the questionnaire.



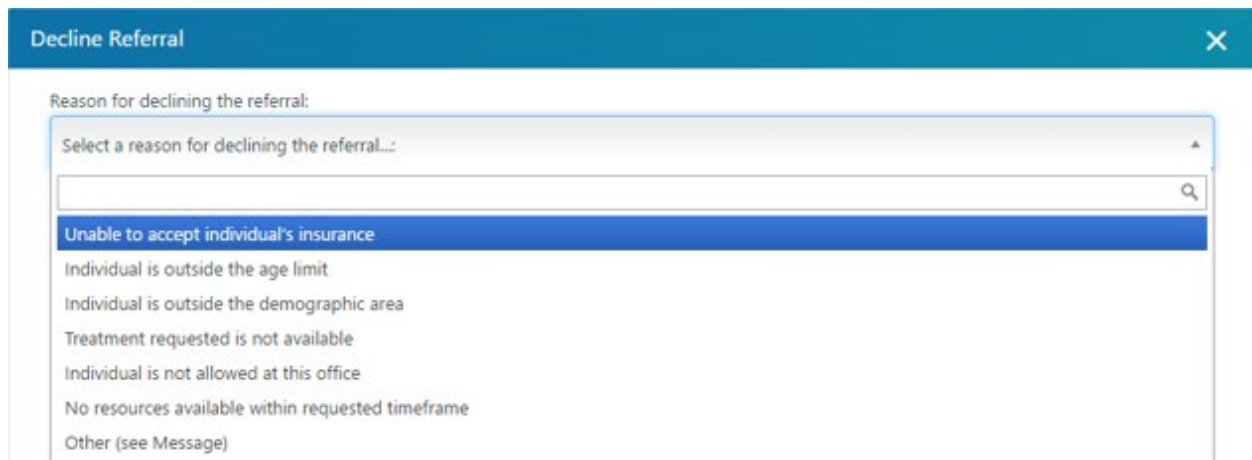
- After viewing, click the large “X” to close the questionnaire.



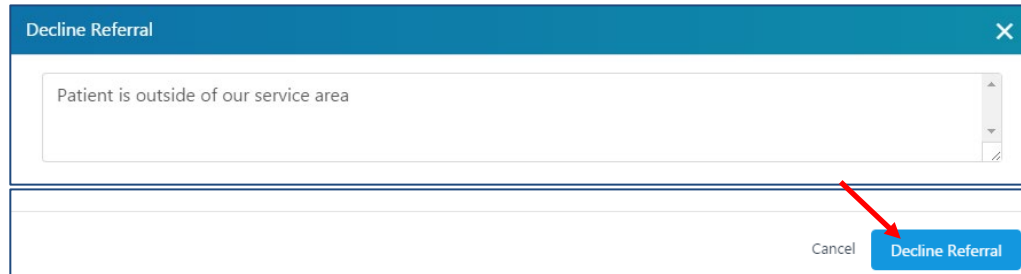
- To decline the referral, click on the red **Decline** button.



- After clicking **Decline**, a new window will open asking for a reason for declining the referral. Select a reason listed, or choose “Other” and type a reason.

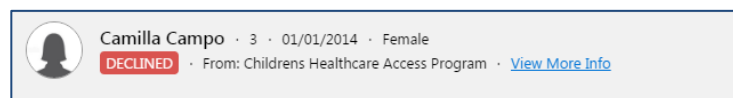


8. Once you have selected or entered the reason, click **Decline Referral**.

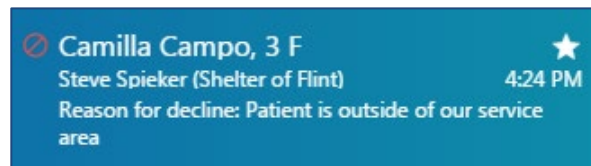


The screenshot shows a dialog box titled "Decline Referral" with a close button (X) in the top right corner. Inside the dialog, there is a text input field containing the text "Patient is outside of our service area". At the bottom right of the dialog, there are two buttons: "Cancel" and "Decline Referral". A red arrow points to the "Decline Referral" button.

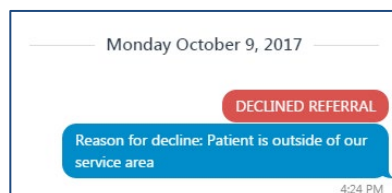
9. The referral is now marked as **Declined**. A message will be sent to the sending organization.



Camilla Campo · 3 · 01/01/2014 · Female
DECLINED · From: Childrens Healthcare Access Program · [View More Info](#)

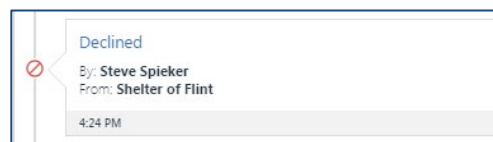


Camilla Campo, 3 F ★
Steve Spieker (Shelter of Flint) 4:24 PM
Reason for decline: Patient is outside of our service area



Monday October 9, 2017

DECLINED REFERRAL
Reason for decline: Patient is outside of our service area
4:24 PM



Declined
By: Steve Spieker
From: Shelter of Flint
4:24 PM