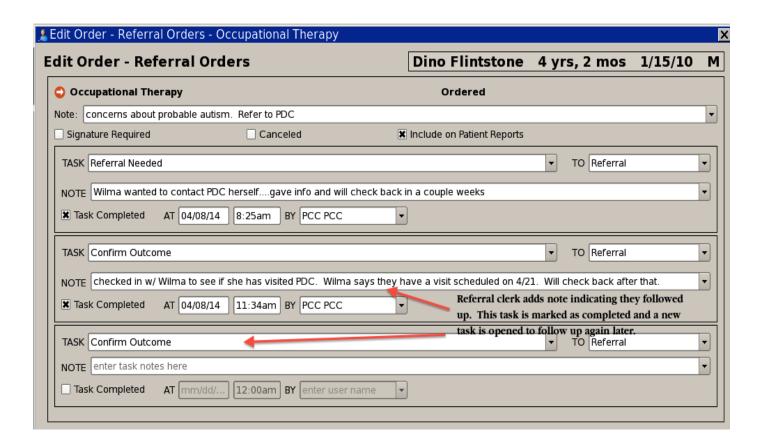
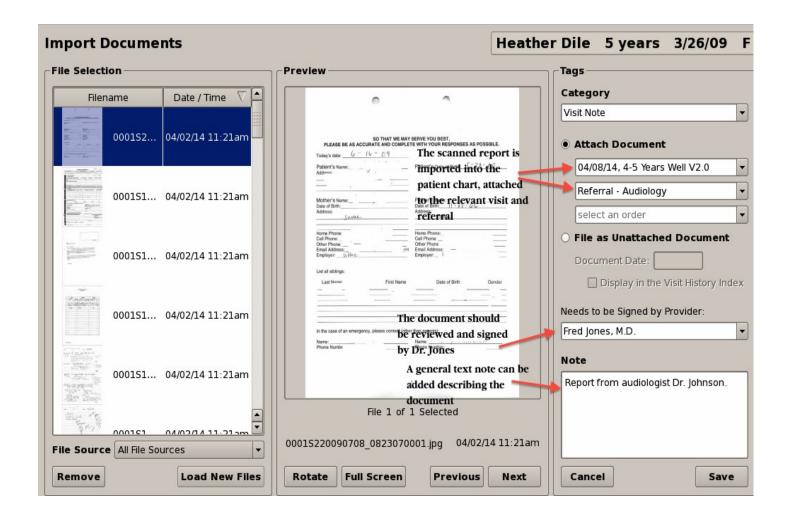
Factor 3: Following up to obtain a specialist's report.

As described in the screen shot above, the referral clerk would monitor the visit tasks queue for referrals with the status of "Confirm Outcome". If it is past the expected timing for receiving the report the referral clerk would follow up with the specialist and/or patient to ask about the outcome. This effort is documented in the referral task list as shown in the following screen shot:



Once a report has been received from the specialist, it can be scanned and imported into the patient's medical record, attached to the relevant referral. By assigning a provider to the "Needs to be signed by" field, the provider will be informed of the incoming report on their signing queue.



Once the report from the specialist has been reviewed by the provider, he/she would sign the report and advise the clinical staff if any further action or communication is to occur.