Contents

Reversing a Referral

Once a referral is discharged, providing you have access to **Reverse** functionality, you may reverse the discharged referral back to an active (current) referral. If there are appointments booked against a referral you will not be able to reverse it.

- Click **Menu**

- Click   Reverse Functions

- Click **Reverse AMS Referral**

- **Search** for Client

- Click **Go**

The **Reverse Referral** screen will display all referrals for the Client.

- Click **Referral** to be **Reversed**

The referral details display on the screen

Date & time referral received	1 March 2023 08:00
Referral Source	GP
Referring GP	Not Known GP
Referral Reason	Mental health
Specialty	LEARNING DISABILITIES SERVICE CENTRAL
Care Setting	Admission Referral (Community Beds)
HCP Referred To	
Referral Urgency	Routine
Administrative Category	NHS Patient
Referral Comment	

Associated Documents

Date	Type	Title
		-No Documents Associated-

- Click **Reverse Referral** (located at the bottom)

- An **Information** prompt will display asking if you are sure you want to reverse the referral, click **Yes**

- Please note: You cannot reverse a referral with appointments associated with it

- The screen now displays the following message

> **The discharge has been successfully reversed.**
> Any appointments that were cancelled due to discharge will remain cancelled with a cancellation reason of:
> *Entered in error.*

The referral has been reversed and on longer displays on the Reverse Referral screen.

- Click **View Referrals** (bottom)

- The referral is now Current (see Key at the bottom of the screen)