




# Sending messages to a referral source

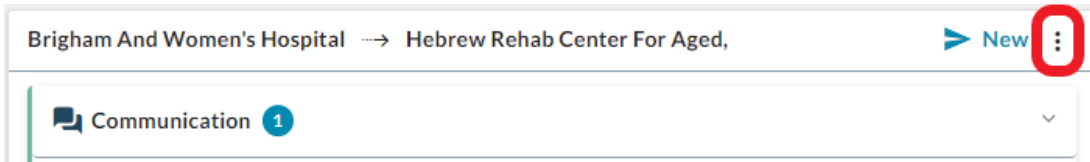
## Message types

When you send a message to the acute site that's referring a patient, it's important that you choose the correct message type. The message type makes it simpler for the acute Case Manager to determine what the status of the referral is. In addition, if you are going to take the patient, the Case Manager can only accept if the referral status is Offered. The referral can't be finalized until the Case Manager has accepted your offer.

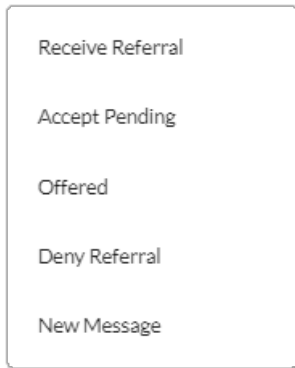
To help ensure that all messages are the correct type, the new message pencil  has been removed from the Communication tab. You must select the message type from the menu next to the referral status.

## Sending a message

1. Log in to 4Next > Referrals Received.
2. Click the [patient name](#) to open the referral. The messaging menu is next to the referral status:

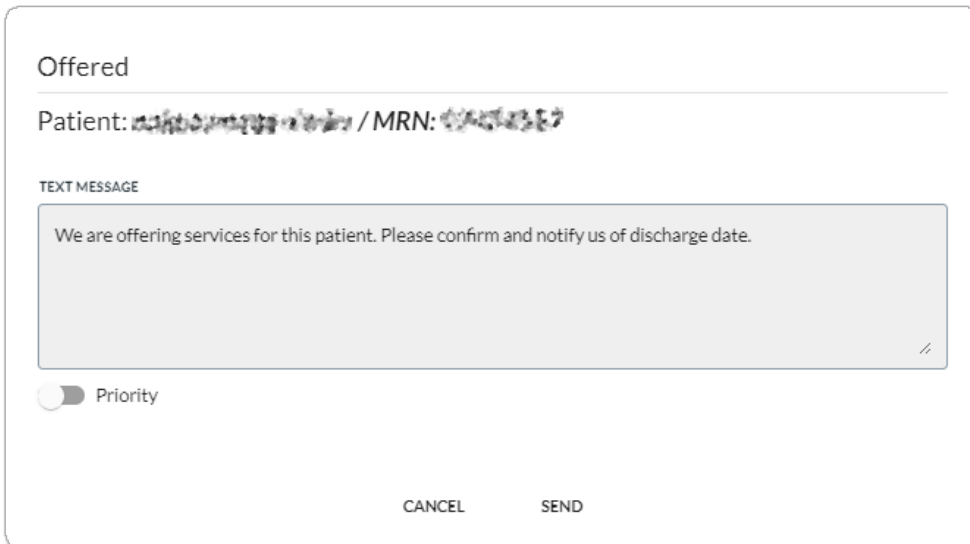



3. Click **:** to open the messaging menu. The options will be different based on the current status of the referral.
4. Click to select the correct message type.



- Receive Referral: You can't offer or accept pending more information, but don't want to deny the referral.
- Accept Pending: You are clinically accepting the patient, pending additional information and/or documentation.
- Offered: You will take the patient.
- Deny Referral: You can't take the patient under current circumstances. The sender can resend a new referral if needed.
- Cancel Referral: You need to cancel an offered referral. The sender can resend a new referral if needed.
- New message: You are requesting or providing information only.

5. The popup box includes a pre-defined text message for all status change messages. Update the message as needed.



6. If you need an immediate response, click to turn the Priority switch on .
7. Click SEND. For status change messages, this will update the referral status as the message is sent.