Updating Referral Status Types

Overview

Use these steps to update a patient's referral status in Barnestorm Office. New patient referrals default to Referred.

From Barnestorm Office, select the patient from Select Patient screen and select the Referrals tab.

Important

If a patient is marked as Referred or RBNA, they will not appear for billing.

Change Status to Active

Use this process when:

- Changing a patient from Referred to Active
- Resuming services after a hospital stay or other temporary interruption

1. Go to Referrals > Referral Information.
2. Change the Patient Status to Active.
3. If the patient is starting services, enter the correct Admit Date.
4. If the patient is resuming services, check the Resumption box and enter the ROC dates (not the SOC dates).
5. Click Save All Patient Data.

Tip

Resuming: If EVV is involved, the Aide Care Plan may need to be continued or renewed to build out schedules.

Change Status to On Hold

Use this process when:

- An expected admission is delayed
- The patient is admitted to the hospital during services
- Services are temporarily paused for another reason

1. Go to Referrals > Referral Information.
2. Change the Patient Status to one of the following:
   - On Hold – in another facility
   - On Hold – other
3. If future schedules exist, a message will ask whether you want to remove them:
   - Click Yes to remove future schedules
   - Click No to keep them
4. Click Save All Patient Data.

Related Report: Printing a List of On-Hold Patients

Change Status to Not Admitted or Referral Cancelled

Use this process when referral information has been entered, but the

patient is never admitted.

- Referred, not admitted is usually when the patient declines
- Referral Cancelled is other reasons not admitted

1. Go to Referrals > Payers tab.
2. Select the payer and check the Discharged box.
3. Use the calendar drop-down to enter the discharge date.
4. Select the reason the patient was not admitted from the Discharge Reason drop-down.
5. Click Save Payer.
    - If schedules exist, a pop-up may ask if you want to remove them.
6. The Referral Information tab will automatically update to a discharge-related status. Change the reason if needed.
7. Click Save All Patient Data.

Note

The most accurate discharge date to use is usually the date the patient refused services.Make sure the Patient Status and Admit Type reflect that the referral was Not Admitted.Admit types numbered 70–99 are used to identify the reason a referral was never admitted.

Related Article

- Discharge Status – Use this article for more detailed discharge instructions.

Referral Status Types

Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle50069.aspx