

eReferral Getting Started Guide

Getting Started – eReferral



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Getting Started

1. Before you use eReferral, ensure that your computer support team has reviewed the system requirements and modified your browser and monitor settings as necessary.
2. You must have a valid user ID and password to access **patient** information. Contact your office manager if you have not received this information, or follow the directions for [Getting Started on the Children’s Care Gateway](#).
3. To log in to eReferral, click **eReferral** in the Log-In box. The first time you log in, you will need to change your password before proceeding.
4. Enter your user ID and temporary password, and click **Login**. As a reminder, passwords are case sensitive.
 - a. Create a new password that is at least six characters long. We recommend that you use a combination of uppercase and lowercase letters and numbers.
 - b. Re-enter your new password and click **OK**.
5. Refer to this document to navigate through eReferral, or download the complete eReferral handbook under Help and Resources at <http://gateway.seattlechildrens.org>.
6. Always log out of the application before leaving the computer by clicking the **Log Out** link in the upper-right corner of the screen.

Identifying the Patient


Before submitting a new referral, you need to first identify the patient.

1. Click **Patient** .
2. Click on the **First Access hyperlink** in the bottom row.
3. Complete all of the required fields and click **Search**.
4. In the search results, click the  icon next to the correct patient. If the patient’s name doesn’t appear in the list, it is likely that the patient has not been previously seen at Seattle Children’s Hospital. *To create a new patient, go to steps 6-8.*
5. Review the report to confirm that you are selecting the appropriate patient and click **Accept** to open the patient record.
6. If the patient that you are seeking does not appear in the search results, click **Create New**.
7. Complete the required fields and click **Create New**.

8. Review the report to confirm that the information is correct, and click **Create New** to open the new patient record.

Creating a Referral

In eReferral, you can quickly enter referral information using the New Referral option on the Referrals tab. The referrals that you create are transmitted electronically to Children's.

1. Once a patient record is selected, you will be directed to the New Referral form from the Referrals menu.
2. Enter as much information as possible on the General page. The  icon indicates items that are required to proceed.
3. Click **Next** to advance to the Reason for Visit page.
4. Complete the fields as necessary, including the three questions in the Additional Information section. **Remember, the more information you provide about the reason for the referral (what's the question you'd like answered?), the better job we can do assessing your patient and making recommendations for diagnosis or treatment.**
5. Click **Submit Referral**.
6. Fax any additional relevant documentation to Children's at 206-985-3121 (toll free 866-985-3121), **noting the referral number and patient name on the fax cover**. This number can be found in the referral report displayed after submitting a referral, or by accessing the report from the Referral by Provider activity. The referral number helps us match the documents with the referral to be sure they're available for the Children's provider.