

eReferral Getting Started Guide

Getting Started – eReferral

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Getting Started

1. 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 with SCPV and eReferral](#).
2. To log in to eReferral, click **eReferral** in the Sign In section.
3. Enter your user ID and temporary password, and then click **Login**. As a reminder, passwords are case-sensitive. The first time you log in, you will be prompted to change your password:
 - 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 then click **OK**.
4. Refer to this document to navigate through eReferral.
5. 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.

Searching through your list:

1. Click **Patient** .
2. Enter the patient's name (Last, First) and then click **Search**. Note that this search is going through a list of patients you already have access to (e.g., a provider at your location is their PCP, or you have already referred them recently).
3. If the search was a perfect match, the patient information will open on the new referral form. If the search found several matching results, click the name of the correct patient, and you'll be on the new referral form.
4. If the patient wasn't found, the next step is to search the entire Children's database (instructions below).

Searching through the entire Children's database (First Access):

1. If the patient doesn't appear in the above search, click the **First Access** hyperlink in the message that appears in yellow.

2. Complete all of the required fields and then click **Search**. (Note that this search is looking through the entire Seattle Children's Hospital database. There could be a small delay in receiving your results.)
3. 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 5-8.*
4. Review the report to confirm that you are selecting the appropriate patient and click **Accept** to open the patient record.
5. If the patient you are looking for does not appear in the search results, click **Create New**.
6. Complete the required fields and then click **Create New**.
7. Review the report to confirm that the information is correct, and then 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.
3. Click **Next** to advance to the Reason for Visit page.
4. Complete the fields as necessary. **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.