

What does each referral status mean?

Workflow Status Labels	Description
Draft referral	The referral has been started and/or completed and saved but has NOT been submitted.
Submitted Referral	The completed referral has been submitted to Central Intake and is ready for review and triage.
Accepted & Prioritized for Consult	The referral is now accepted and prioritized and is ready to be scheduled.
Paused for Testing	Indicates that the patient requires additional testing before the referral can continue through W1.
Inappropriate Referral (Triage)	The referral was triaged and determined to be inappropriate, ending the referral in the system and stopping the W1 clock.
Incomplete Referral (Triage)	The referral has been triaged, and it is determined that the information provided on the initial referral is incomplete. Once the additional information is collected / provided, the referral is re-submitted for processing.
Assigned for Specialist Prioritization	The triage team has determined that the referral needs to be reviewed by a specialist to triage and assign the appropriate prioritization.
Further Review / Action / Cancel	The referral has been reviewed by a specialist and additional review, or action is required, or it has been determined that the referral should be cancelled.
Ready to Schedule Consult Appt.	The referred patient is ready to be scheduled with a specialist for the consult appointment. And the referral is being reviewed by the scheduling team for a consult appointment date.
Scheduled Consult Appt.	The referred patient has been scheduled for the consult appointment (and the patient has been notified). A consult appointment date and location have been recorded.
Rescheduled Consult Appt. - Patient	The patient has requested to reschedule their consult appointment <i>before</i> the appointment is scheduled to occur.
Rescheduled Consult Appt. - System	The health care system needs to reschedule the patient's consult appointment (i.e., OR availability, vacation / absence, etc.)
Rescheduled Consult Appt. - Patient - External Delay	The consult appointment has been rescheduled due to a patient request resulting in an external delay in calculating the patient's wait time. Central intake staff are informed that the patient has rescheduled their consult appointment after the patient has attended the appointment.
Declined Consult Appt.	Indicates the patient has declined the consult appointment, which ends the referral and stops the W1 clock. This results in a W1 End.
Did Not Attend Consult	Indicates the patient did not attend their scheduled consult appointment. The wait 1 clock is stopped as of the workflow status date, but the consult appointment can be rescheduled.
Attended Consult Appt.	Indicates the patient attended their scheduled consult appointment. This is the final workflow of W1, ending the W1 clock. The referral continues to W2 once the decision to treat has been made.
Medical Mgmt.	The decision has been made to proceed with medical management of the patient. This results in a W1 End, stopping the W1 clock.
Referred to Subspecialty	Indicates that the patient has been referred to a subspecialist. The referral is returned to the Accepted and Prioritized workflow status so that it can be re-triaged and scheduled accordingly.
Decision to Treat	Indicates that the decision has been made to treat the patient's condition with a procedure. Beginning of W2.
Recorded Procedure Request	Identifies that the procedure request was fully received, including a complete booking package, and the referral can proceed to be reviewed from scheduling.
Incomplete Booking Package	Indicates that a procedure request is missing required information, requiring additional information before the referral can proceed to be scheduled.
Testing Required	Indicates that the patient requires additional external testing be completed prior to acceptance for procedure scheduling.
Attended Testing Appt.	Indicates that the patient has completed the required testing, and the referral can proceed to acceptance for procedure scheduling.
Accepted for Procedure	Indicates that the referral for procedure has been accepted and is now waiting to be scheduled based on the priority of the procedure and availability of specialists to complete the procedure.
Ready to Schedule Procedure Appt.	Indicates the patient's referral is ready to be scheduled for their procedure, and that the referral is being reviewed by the scheduling team for a procedure appointment date.

Workflow Status Labels	Description
Declined Procedure Appt.	Indicates the patient declined the procedure appointment, which ends the referral and stops the W2 Clock. This results in a W2 End.
Scheduled Procedure Appt.	Indicates that the patient's procedure appointment has been scheduled.
Rescheduled Procedure Appt. - Patient	Indicates that the patient has requested to reschedule their procedure appointment from the originally scheduled date <i>before</i> the procedure appointment date.
Rescheduled procedure Appt. - Patient - External Delay	The procedure appointment has been rescheduled due to a patient request resulting in an external delay in calculating the patient's wait time. Central intake staff are informed that the patient has rescheduled their procedure appointment <i>after</i> the patient has attended the appointment.
Rescheduled Procedure Appt. - System	Indicates that the health care system needs to reschedule the patient's procedure appointment to a different date due to non-patient related instances, e.g. specialist unavailability, facility unavailability, etc. The wait time clock is not stopped.
Attended Procedure Appt. - Completed	Indicates that the patient has attended their procedure appointment and the details required by the system related to procedure have been recorded. This is the end of W2 and stops the Wait 2 clock.
Did Not Attend Procedure	Indicates the patient did not attend the procedure appointment. This status stops the wait 2 clock as of the workflow status date, but the procedure appointment can be rescheduled.
Inactive (W1)	Indicates that a referral is currently inactive and stops the wait 1 clock.
Inactive (W2)	Indicates that a referral that has reached the W2 phase is currently inactive and stops the wait 2 clock.
Cancelled Referral	Indicates the referral has been cancelled during W1 or W2, ending the referral in the system and stopping the wait time clock.