

# CENTRAL VISAYAS ELECTRONIC HEALTH REFERRAL SYSTEM (CVeHRS)

User's Manual





The Central Visayas Electronic Health Referral System (CVeHRS) is a web-based system that uses a stable internet connection and can be accessed through any computer, laptop, tablet or smart phone.

## A.START-UP AND LOGIN

### A.I.Log in IT User Account:

To start, open the browser in your device and go to Department of Health Region 7 Portal <u>http://222.127.126.35/portal/</u> and click referral or you may go to <u>https://cvehrs.doh.gov.ph/doh/referral/login</u>. You will arrive at the Login Page and will be asked for your login credentials.

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	HEALTH INFORMATION SY	STEMS	
	PHA-CheckUp Profiling of population.	CONSOLE     REFERRAL       Data statistics.     Hospital patient referral.	
	Management Informati	ON SYSTEM	
	UTS Web based Data Tracking System.	INTRANET Web based for records storage.  CALENDAR Web based calendar for events.	
	HRH Web based Human Resources for Health Monthly Tracking.	EFHSIS Web based Field Health Service information System. PPMP Web based Project Procurement Management Plan.	_
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Figure 1. Screenshot on DOHRO7 Portal.

A.I.1.Sign in the Created IT User Account

- For Hospitals and Birthing Homes: Please acquire your login credentials from your IT department or any CVeHRS Point Person.
- For RHUs: Please acquire your login credentials from your respective CVeHRS NDP Point Person.





#### A.II. Create Doctor's User Account:

- Allows the IT personnel to create User ID for doctor to access CVeHRS. To add a new CVeHRS user account for Doctor, click **Manage Users** menu and **Add User** button.

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	Dr. John . Doe	ER	NONE	DOCTOR_TEST_REFERRING	ACTIVE	Jan 28, 2021 10:03 AM	
	Dr. JUAN S. cHUA	ER	123456789	TEST_REFERRIG5	ACTIVE	Jan 20, 2021 03:37 PM	
	Dr. Juan Dela Cruz	ER	132	juancruz	ACTIVE	Feb 10, 2021 10:33 AM	
	Dr. phoebe s. temple	ER	123456789	TEST_REFERRING8	ACTIVE	Feb 05, 2021 10:43 AM	
	Dr. Test Sample Only	ER	123	Test123	ACTIVE	Feb 10, 2021 08:26 AM	
	Dr. Via Vita Pinili	ER	123	viapinili	ACTIVE	Feb 09, 2021 11:14 AM	思想5 · 和思想5 · 和思想

Figure 3. Screenshot on CVeHRS Manage User Page.

**A.II.1.** Type in all the provided data and after entering all the data, click on **Save** button. To undo adding of new user account, click on **Cancel** button.

**A.II.2.** To edit certain User Account, input the user name on search box and click **Search** button, select user name. Enter the necessary changes, and then click **Update** button, for changes to take effect. To undo editing of an existing user account, click on **Cancel** button.



Figure 4. Screenshot on CVeHRS Add User Page.



## **B.REFERRING A PATIENT**

## **B.III. Created Doctor's User Account:**

B.III.1.	Log in Doctor's user account.		
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	Figure 5. Screenshot on C	VeHRS Login Page.	

**B.III.2.** Once logged in, you will be directed to the **Dashboard** menu where you can see your monthly activity of referred, accepted and redirected referrals.

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Figure 6. Screenshot on CVeHRS Dashboard Page.



## **B.IV. Adding or Searching Patient:**

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- B.IV.1. Click on **Patients** menu, select **List of Patients** from the drop down list.
  - List of Patients
    - Consist of a search bar that lets you search a patient when you are making a referral.

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Figure 7. Screenshot on CVeHRS Patient's Drop Down List Page.

B.IV.2. Click **Filter** button to let you search specific individuals based on their name, municipality/ city and barangay. If one is missing, it will not filter.

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	Figure 8. Screenshot on CVeHRS List of Patient's Page.	

B.IV.3. If the "Patient not found" dialog appears, click Add Patient to add patient's information.



B.IV.4. Fill-out the patient's profile form and click **Submit** button. To undo adding of a new patient profile, click on **Back** button.

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Figure 9. Screenshot on CVeHRS Add New Patient's Page.

**B.IV. 5.** Once submitted, the created patient profile appears and now you may click the **Refer** button next to the patient details. *Click Walk-in button for walk-in clients/ offline referral, those who are not in the system but were referred from a facility.* 

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Figure 10. Screenshot on CVeHRS Patient's Action Page.



**B.IV.6.** After clicking the **Refer** button, you will be directed to a referral form wherein you will fill-out pertinent details of the referral. Once accomplished, click **Submit** button.

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Figure 11. Screenshot on CVeHRS Patient's Option Page.

**B.IV.7.** After clicking the **Refer** button, (female patient only) a pop-up dialog window will appear where you need to choose if the patient is "Pregnant" or "Non-Pregnant", after choosing you will be redirected to a referral form wherein you will fill-out pertinent details of the referral. Once accomplished, click **Submit** button.

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Figure 12. Screenshot on CVeHRS Clinical Referral Form Pag



**B.IV.8.** Click **Referral** menu and select **Referred Patients** from the drop down list to track the patient that has



Figure 13. Screenshot on CVeHRS Referred Patient's Page.

# C.V. ACCEPTING AND REDIRECTING A REFERRAL

*C.V.1.* Go to **Referral** menu and click **Incoming** from the drop down list. It will direct you to the list of incoming referrals. *A new referral is determined by its color green background. Note: Incoming patients referred to a particular department can only be accepted by those registered doctors who are assigned in that department.* 

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Figure 14. Screenshot on CVeHRS Patient's Incoming Referral Page.

**C.V.2.** Click the **View Form** button to see a patient's referral form.

*C.V.3.* After clicking the **View Form** button, you will be directed to a referral form wherein it's either you will **Recommend to Redirect** (*enables user to recommend to refer the patient to another facility/ies*) or **Accept** (*enables user to accept referral from another facility/ies*) the patient. *Once viewed, it will be marked as "Seen" at the other end of the referral.* 



**C.V.4.** If you want to accept a referral, you may click the **Accept** button and add remarks once referral has been accepted.

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Name of referred MD/HCW- Mohile Contact # (ReCo):		Accepted	Contact # of referring MD/HCW: (032)411-6900	
		Online Doctor	Name of referred MD/HCW- Mobile Contact # (ReCo):	
Cose     Call Request     Let Recommend to Redirect     ✓ Accept     Print Form			Cose     Call Request     Let Recommend to Redirect     ✓ Accept     Accept     Arcept	

Figure 15. Screenshot on CVeHRS Referral Option Page.

**C.V.5.** To view the accepted patients list, Click **Patients** menu and select **Accepted Patients** from the drop down list. There you can also notice five active buttons as follows:

- Patients Arrived
  - Enables the user to record the exact time of arrival of the referred patient and notifies the referring facility.
- Patient Didn't Arrive
  - You may click this button if the patient did not arrive for at least 8 hours after accepting the referral.
- Patient Admitted
  - Enables the user to record the date and time of admission and notifies the referring facility.
- Patient Discharged
  - $\circ$   $\,$  Enables the user to record the date and time of the discharge and notifies the referring
  - facility. Only choose this option if a patient is discharged without admission.
- Refer Patient
  - Enables a user to refer the patient even if he/she is already accepted.



E List of Patients	CONTRACTOR NO.	的人用 中心 一种 一种 一种	WERE AND A STREET	1		
Accepted Patients     Discharged/Transfered Patients	Accepted Patients		Code, Firstnam	e,Lastname 01/0	1/2021 - 12/31/2021 Q	
Cancelled Patients Archived Patients	Referring Facility	Patient Name/Code	Date Accepted	Current Status	Action	
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	Cebu Provincial Hospital Non-Pregnant		March 08, 2021 02:23 PM	ACCEPTED	¢ 🔹	
	VICENTE MENDIOLA CENTER F		March 08, 2021 02:01 PM	ACCEPTED	6 .	
	Cebu City Medical Center Non-Pregnant		March 08, 2021 06:37 AM	ARRIVED	8 8 9 2	
	Lapu-Lapu City Hospital Non-Pregnant		March 08, 2021 05:15 AM	ARRIVED	V 8 4 🐋	
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	Cebu Provincial Hospital Non-Pregnant		March 08, 2021 04:01 AM	ADMITTED	8	
	Cebu South Medical Center Non-Pregnant		March 08, 2021 02:50 AM	ARRIVED	8 <mark>8</mark> 4 🐋	
	Saint Anthony Mother And Non-Pregnant		March 08, 2021 02:20 AM	ACCEPTED	ð 📢	
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	A Patient Arrived					
	& Patient Didn't Arrive					
	Patient Admitted					

Figure 16. Screenshot on CVeHRS Patient's Referral Option Page.



## ADDITIONAL INFORMATIONS:



Figure 17. Screenshot on CVeHRS Patient's Referral Option Page.

## / Patients

#### o List of Patients

• Consist of a search bar that lets you search a patient when you are making a referral.

#### Accepted Patients

- Consist of a list of patients accepted by your facility and its corresponding details.
- You may search a patient by patient code, first name or last name and you can also filter the date.
- Once you click on a patient's name, the corresponding referral form appears.

#### • Discharged/ Transferred Patients

- Consist of a list of patients discharged or transferred by your facility from the ER/ OPD unit and its corresponding details. These patients have not been admitted yet. Please note that this is different from the normally discharged patients from the wards.
- You may search a patient by patient code, first name or last name and you can also filter the date.
- Once you click on a patient's name, the corresponding referral form appears.

#### o Cancelled Patients

- Consist of a list of referrals cancelled by your facility and its corresponding details.
- You may search a patient by patient code, first name or last name and you can also filter the date.
- Once you click on a patient's name, the corresponding referral form appears.

#### Archived Patients

- Consist of a list of referrals that have been automatically archived due to inactivity after 72 hours. Inactivity means no action was done when referral was submitted.
- You may search a patient by patient code, first name or last name and you can also filter the date.
- Once you click on a patient's name, the corresponding referral form appears.

#### Track Patient

• Enables you to track a particular referral, once you provide its patient code.



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Figure 18. Screenshot on CVeHRS Referral Option Page.

# ✓ REFERRAL

## $\circ$ Incoming

- Consists of a list of incoming referrals to your facility and corresponding actions made.
- You may search a patient by patient code, first name or last name and you can also filter the date.
- Once you click on a patient's name, the corresponding referral form appears.

#### Referred Patients

- Consists of a list of outgoing referrals from your facility and corresponding actions made. You may also view here the referral pathway of each referral.
- You may search a patient by patient code, first name or last name and you can also filter the date.



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Figure 19. Screenshot on CVeHRS Bed Availability Status Page.

## ✓ BED AVAILABILITY STATUS

- Every health facility can check the availability of bed status and bed capacity.
- You can view all or filter by Province and facility name.



Walk-Ir	n Patient			_	
	Patient Contait No.	Referring Facility	Referred To	Date Referred	Remarks
9.948	(Mathenda)	Vicente Solte Memorial Medical Center (002) 255-5831 to 97	Cerbo Provincial Hospital (Balantian) (512) 340-5762 ER-OB	January 18,2021 (5.25 Mg	
2344	0001040621	Tagbiaran Community Hospital Corporation (2001) 411-3354	Tidegon Community Hexpitel Coll/22096029 ERI	January 17 2021 (18.20 pro)	
9.945	09675680587	Eversiery Childs Spintanum and General Inspilar (2021) 208-8811 / 0403-8211 6254 / (2021) 117-6874 / 0403-6211 7061	Volentin Solta Memorial Medical Center (522) 553-9991 to 97 (25:00 - Program	January 16,2021 112 Draws	
a has		Vicente Solto Menoral Medical Center (022) 255-8694 to 97	Mandauer City Hospital (002) 345-9739 - 45	January 14,2021	

Figure 20. Screenshot on CVeHRS Bed Availability Status Page.

## ✓ WALK-IN PATIENTS MONITORING

- Consist of a list of walk-in clients/ offline referrals by the health facilities and with corresponding remarks.
- You can filter by date range.
- Enables you to track a particular referral, once you click the **track** button.



	6	Plus	Republic of the Philippines Department of Health CENTRAL VISAYAS CENTER for HE Central Visayas Electronic Health	ALTH DEVELOPMENT Referal System(CVe-HRS)	•						
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	Referra (January 01; 01/01/2021 -	I not acce 2021 00:00:00 to • 01/31/2021	epted within 30 minutes a o January 31,2021 23:59:59) Q Filter	15							
		Patient Contact No.	Referring Facility	Referred To	Date Referred	Turn around time not accepted	Remarks				
	& Track	09150154938	Cebu Provincial Hospital (Balamban) ER OB (032) 260-5782	Cebu South Medical Center ER OB - Pregnant (032) 273 32267 (032) 273 3713	January 18,2021 (4:15 pm)	62 minutes					
	ବ୍ୟ Track	09167505192	Cebu City Medical Center ER TRAUMA (032) 255-7141	Vicente Sotto Memorial Medical Center ED Complex (032) 253-9891 to 97	January 18,2021 (4:12 pm)	65 minutes					

Figure 21. Screenshot on CVeHRS Not accepted within 30 minutes Page.

## ✓ NOT ACCEPTED WITHIN 30 MINUTES

- Consist of a list of patients who are not accepted within 30 minutes or more by the health facilities and with corresponding remarks.
- You can filter by date range.
- Enables you to track a particular referral, once you click the **track** button.



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							RHU CEBU-RI (Cebu)	EFERRING FACILIT	TY	
and the				Sida Child	a har a side		Department of	Health - RO7		S. C.C.

Figure 22. Screenshot on CVeHRS Who's Online Page.

## ✓ WHO'S ONLINE

• Shows you a grid view of doctors from all participating facilities who are online and their status (on-duty or offduty). This also shows you the specific contact number of each doctor and their assignments.



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Figure 23. Screenshot on CVeHRS Settings Page

#### ✓ SETTINGS

- Set Time to Logout
  - Enables you to set the time you want to automatically logout.
- Change Password
  - Enables you to change your current password.
- Channel Log in Status
  - Enables you to change your status from Off-Duty to On-Duty or vice versa.
- o Switch User
  - Enables you to switch from user to another in the same browser.
- Logout
  - Enables you to exit from your account.



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and the sound of a	Select Barangay *	12345678901	Single	Mar 04, 1998	Cebu City (Capital)		and the second
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Figure 24. Screenshot on CVeHRS Walk-in Referral Page.

For walk-in clients/ offline referrals, those who are not in the system but were referred from a facility, you may use the same process as "Selecting or Creating a Patient" but you will choose the "Walk-in" button beside the patient details and fill-out the referral form.



<ul> <li>Name of Referring Facility: HOSPITAL_TEST_ACCEPTING</li> <li>Facility Contact #: 123455789</li> <li>Address: Poblacion, Badain, Cebu</li> <li>Address: Poblacion, Badain, Cebu</li> <li>Referrid IV: HOSPITAL_TEST_REFERRING</li> <li>Department: ER</li> <li>Address: Sambag II (Pob.), Cebu Cdy (Captal), Cebu</li> <li>Total-Time of Patient: Test</li> <li>Defartment: ER</li> <li>Address: Sambag II (Pob.), Cebu Cdy (Captal), Cebu</li> <li>Date/Time Transferred:</li> <li>Name of Patient: Test</li> <li>Address: Apas. Cebu Cdy (Captal), Cebu</li> <li>Name of Patient: Test Test</li> <li>Address: Apas. Cebu Cdy (Captal), Cebu</li> <li>Phil-Health status: Sambag II (Pob.), Cebu Cdy (Captal), Cebu</li> <li>Address: Apas. Cebu Cdy (Captal), Cebu</li> <li>Colicital Status: Asymptomatic</li> <li>Status: Sambag II (Pob.), Cebu Cdy Lay Cdy L</li></ul>			Cinical Referra	110mm			
Facility Contact #: 12345789         Address: Poblacion, Badian, Cebu         Bateman       Address: Poblacion, Badian, Cebu         Bateman       Address: Poblacion, Badian, Cebu         Address: Poblacion, Badian, Cebu       Department: ER         Address: Poblacion, Badian, Cebu       Department: ER         Address: Samoga II (Pob). Cebu Cly (Captal), Cebu       Date:Time Transferred:         Accepted       Name of referred (ReCo): February 27, 2021 11 07 AM       Date:Time Transferred:         Address: Agas, Cebu Cly (Captal), Cebu       Name of referred (ReCo): February 27, 2021 11 07 AM       Date:Time Transferred:         Address: Agas, Cebu Cly (Captal), Cebu       Name of referred (ReCo): February 27, 2021 11 07 AM       Date:Time Transferred:         Address: Agas, Cebu Cly (Captal), Cebu       Name of referred (ReCo): February 27, 2021 11 07 AM       Date:Time Transferred:         Address: Agas, Cebu Cly (Captal), Cebu       Youndown       Transferred:         Address: Agas, Cebu Cly (Captal), Cebu       Youndown       Transferred:         Control: Group Control: Control: Cebu Cly: Control: Cebu       Foil Control: Cebu Cly: Control: Cebu         Youndown Preparation       Ceso Summary Oreinent HwPE, Including meds, labs, course etc.):       Transferred:         Youndown Preparation       Summary Oreinent HwPE, Including meds, labs, course etc.):       Transferred:		Con Printing	Name of Referring Facility: HOSPITAL_TEST_ACCEPTING				
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Referred to: HOSPITAL_TEST_REFERING Department: ER  Address: Sambag II (POD.). Cebu Chy (Capital). Cebu  Det/Time Referred (ReCo): February 27, 2021 11 07 AM Date/Time Transferred: Age: 2 Sex Female Status: Single Address: Agas, Cebu Chy (Capital). Cebu  Interner Properties INOR-Prepare INO		North Alexandree	Address: Poblacion, Badian, Cebu				
Address: Sambag II (Pob.), Cebu Chy (Capital), Cebu Address: Sambag II (Pob.), Cebu Chy (Capital), Cebu Address: Asambag II (Pob.), Cebu Chy (Capital), Cebu Address: Age: 22 Sex. Female Status: Single Address: Agas, Cebu Chy (Capital), Cebu Cebu Chy (	ashboard 👾 Patients 🚽 📩 Referral 🖪 Now	- A Report - It= Ber	Referred to: HOSPITAL_TEST_REFERRING	Department: E	ER		& Who's Online
Date/Time Referred (ReCo): February 27, 2021 11 07 AM       Date/Time Transferred:         Accepted TOTAL:4       Name of Patient: Test       Age: 22 Sex: Female       Status: Single         Address: Apas, Cebu City (Capital), Cebu       PhilHealth #:       Image: Could Address: Apas, Cebu City (Capital), Cebu         Image: Could Address: Apas, Cebu City (Capital), Cebu       PhilHealth #:       Image: Could Address: Apas, Cebu City (Capital), Cebu         Image: Could Address: Apas, Cebu City (Capital), Cebu       PhilHealth #:       Image: Could Address: Apas, Cebu City (Capital), Cebu         Image: Could Address: Apas, Cebu City (Capital), Cebu       PhilHealth #:       Image: Could Address: Apas, Cebu City (Capital), Cebu         Image: Could Address: Apas, Cebu City (Capital), Cebu       PhilHealth #:       Image: Could Address: Apas, Cebu City (Capital), Cebu         Image: Could Address: Apas, Cebu City (Capital), Cebu       PhilHealth #:       Image: Could Address: Apas, Cebu City (Capital), Cebu         Image: Could Address: Apas, Cebu City (Could Cipun)       Image: Could Address: Apas, Cebu City (Cold Cipun)       Image: Could Address: Apas, Cebu City (Capital), Cebu         Image: Could Address: Address: Address: Test       Case Summary (Pertinent HxVPE, including meds, labs, course etc.):       Image: Could Address: Test       Image: Could Address: Test         Image: Could Address: Test       Test       Test       Test       Image: Could Address: Could Address: Could Address: Could Address			Address: Sambag II (Pob.), Cebu City (Capital), Cebu				
Accepted       Name of Patient: Test Test       Age: 22       Sex: Female       Status: Single         Address: Apa, Cebu City (Capital), Cebu       PhilHeath #       Ion         Reterring Fate       PhilHeath status:       PhilHeath #       Ion         HOSPITAL TON-Fregnant       GC Cold Number:       Ion       Ion         Ion Cold Number:       Ion       Ion       Ion       Ion         Ion Cold Number:       Ion       Ion       Ion       Ion       Ion         Ion Cold Number:       Ion       Ion       Ion       Ion       Ion <td></td> <td></td> <td>Date/Time Referred (ReCo): February 27, 2021 11:07 AM</td> <td>Date/Time Tra</td> <td>ansferred:</td> <td></td> <td></td>			Date/Time Referred (ReCo): February 27, 2021 11:07 AM	Date/Time Tra	ansferred:		
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Referring Fac     PhilHealth status:     PhilHealth #:     Ion       HOSPITAL_TO     Ion Could Number:     Ion       Non-Pregnam     Ion Could Number:     Ion       With Could Status: Asymptomatic			Address: Apas, Cebu City (Capital), Cebu				
HOSPITAL TENDER       Image: Covid Number:       Imag		Referring Fac	PhilHealth status:	PhilHealth #:			tion
Image: Space of the space		HOSPITAL_TE	New Covid Number:				
Non-Pregnam       Surveillance Category: Contact_pum         HOSPTTAL_TT       Case Summary (pertinent Hx/PE, including meds, labs, course etc.):         Non-Pregnam       Surveillance Category: Contact_pum         Vicente Sotto       Summary of ReCo (pls. refer to ReCo Guide in Referring Patients Checklist):         Non-Pregnam       Test         Diagnosis/Impression:       Test         Reason for referral:       Test         Name of referring MD/HCW: Dr. 711 IT Support         Name of referring MD/HCW: Mobile Contact # (ReCo):         Name of referred MD/HCW: Mobile Contact # (ReCo):		Bindov District	New Clinical Status: Asymptomatic				
HOSPITAL_TF       Case Summary (perlinent Hx/PE, including meds, labs, course etc.):       Image: Case Summary (perlinent Hx/PE, including meds, labs, course etc.):         Vicente Sotio       Summary of ReCo (pls. refer to ReCo Guide in Referring Patients Checklist):         Image: Case Summary (perlinent Hx/PE, including meds, labs, course etc.):       Image: Case Summary (perlinent Hx/PE, including meds, labs, course etc.):         Vicente Sotio       Summary of ReCo (pls. refer to ReCo Guide in Referring Patients Checklist):         Image: Case Summary (perlinent Hx/PE, including meds, labs, course etc.):       Image: Case Summary (perlinent Hx/PE, including meds, labs, course etc.):         Image: Case Sotio       Summary of ReCo (pls. refer to ReCo Guide in Referring Patients Checklist):         Image: Case Sotio       Test         Image: Case Sotio       Test         Image: Case Sotio       Name of referring MD/HCW: Dr. 7111T Support         Image: Case Sotio       SotiaL # of referring MD/HCW: (032)411-6900         Image: Case Sotio       Name of referred MD/HCW- Mobile Contact # (ReCo):		Non-Pregnant	New Surveillance Category: Contact_pum				> >
Vocente Sotto Non-Pregnant       Summary of ReCo (pls. refer to ReCo Guide in Referring Patients Checkilst): Test       Diagnosis/Impression:         LEGEND:       Diagnosis/Impression:       Test         Pate       Reason for referral: Test       Name of referring MD/HCW: Dr. 711 IT Support         Image: Pate       Name of referring MD/HCW: 032)411-6900         Name of referred MD/HCW: Mobile Contact # (ReCo):       Name of referred MD/HCW: Mobile Contact # (ReCo):		HOSPITAL_TE Non-Pregnant	Case Summary (pertinent Hx/PE, including meds, labs, course etc.): Test				
LEGENDS.       Diagnosis/Impression: Test         Image: Patter       Reason for referral: Test         Image: Patter       Name of referring MD/HCW: 0x2)411-6900         Image: Patter       Name of referring MD/HCW: 0x32)411-6900         Image: Patter       Name of referred MD/HCW: Mobile Contact # (ReCo):		Vicente Sotto Non-Pregnant	Summary of ReCo (pls. refer to ReCo Guide in Referring Patients Checklist): Test				
Patie       Reason for referral: Test         Patie       Name of referring MD/HCW: Dr. 711 IT Support         Patie       Contact # of referring MD/HCW: (032)411-6900         Name of referring MD/HCW- Mobile Contact # (ReCo):       Name of referred MD/HCW- Mobile Contact # (ReCo):		LEGENDS:	Diagnosis/Impression: Test				
Patic     Name of referring MD/HCW: Dr. 711 IT Support     Contact # of referring MD/HCW: (032)411-6900     Name of referred MD/HCW- Mobile Contact # (ReCo):		& Patie	Reason for referral: Test				
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Figure 25. Screenshot on CVeHRS Clinical Referral Form Page.

- > In viewing the **Referral Form**, the following buttons are available:
  - o Accept
    - Enables user to accept referral from other facility/ies.
  - **Redirect** 
    - Enables user to recommend to refer the patient to another facility.
  - o Call Request
    - Allows user to notify the referring facility to make a call to the receiving facility to further discuss pertinent patient information
  - Print Form
    - Allows user to print out the form.