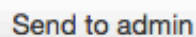


A green button with the text "Approve" and a small downward-pointing triangle on the right side.

The main button on the triage screen is the Approve drop down. If you want to approve a referral, click on this button and select the appropriate case complexity. For Essex there are currently three options – Level 2 oral surgery, Level 3 secondary care and level 2 sedation services. Just select the one you wish to apply and the referral will be automatically sent to the appropriate provider. Approved referrals are immediately sent via NHS NET to the provider. For providers who are not selected on the referral form they are assigned by geography. If you believe that a referral should go to a specific provider, then please use the Send to admin function and let us know.

An orange button with the text "HSC 205".A light grey button with the text "Send to admin".

The HSC 205 option enables you to send the referral to an appropriate 2 week wait pathway. Referrers have been informed not to use the system for such referrals, however, in the unlikely event of you assessing the referral for this pathway, simply click [here](#) and the referral will be fast tracked. Clicking the send to admin button enables you to return the referral to the administrators. This may be because there is an error in scanning, there is an issue with the radiograph or any other administrative query you might have. If required the referral will be corrected and added back to the referral pool.

A red button with the text "Reject" and a small downward-pointing triangle on the right side.

The reject option is used when a referral is not accepted. There are currently 4 reject options available to Essex triagers. These include Level 1 – i.e. to return to the GDP for care, No Rads – when the radiographs are not appropriate, Custom Reject – where you can add custom text to explain to the referrer what needs to be added to the referral and Test Form Reject – simply use this if the referral is a test form. The video on the right side demonstrates how each of these reject functions work. You can see example letters produced by the system here, for example a radiograph letter [here](#) and a Level 1 reject [here](#).

A blue button with the text "Peer Review".

This button enables you to send the referral to the nominated **senior triager** if you want any guidance on the referral. The referral will be emailed to the triager for their attention and will be manually managed by them with the assistance of the referral management centre. Records are kept of these referrals in order to inform and develop the triaging process and inform the clinical pathway development.