

MyWai – Referral & Triage

Incomplete Referral Progression

Accepted Referrals

30/04/2025

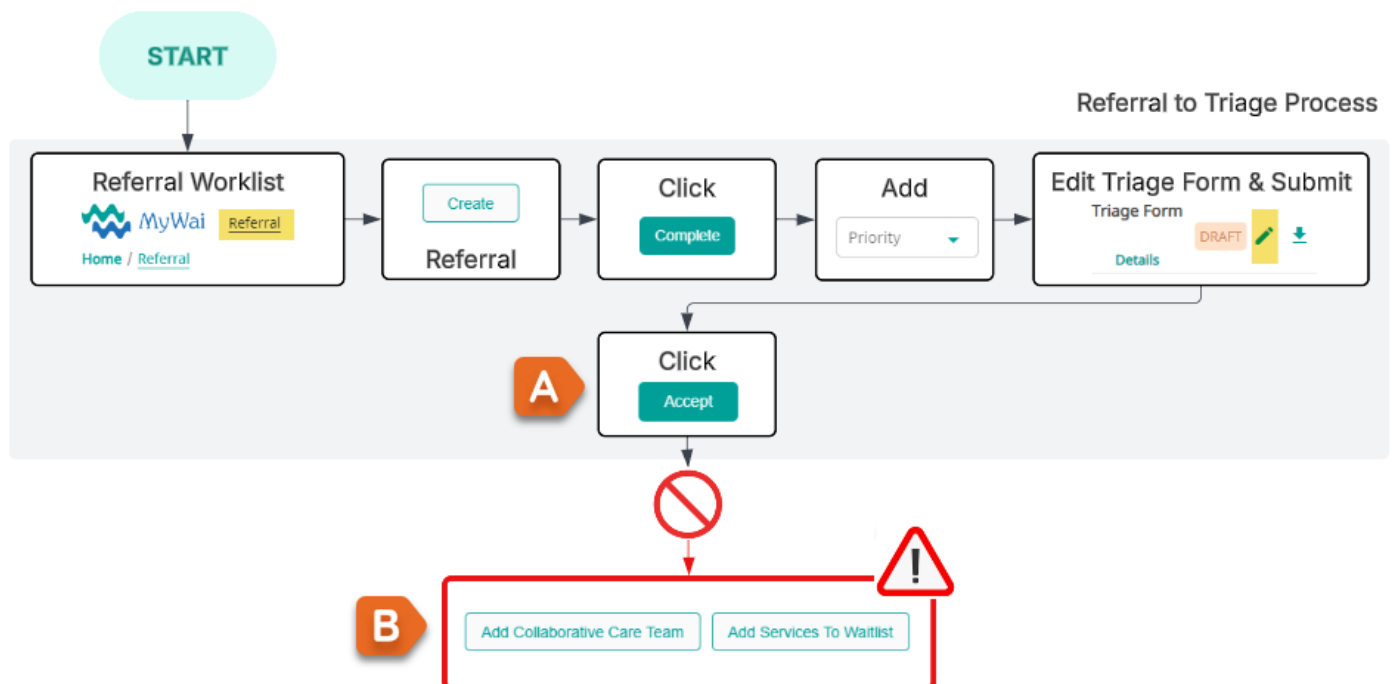
Overview

This guide explains what to do when referrals are accepted but not progressed, leading to people not being actively managed.

What is happening?

Incomplete Referral Progression

- A. A referral is accepted
- B. The step to either [Add Collaborative Care Team] OR [Add Services To Waitlist] is not being completed.



When this happens, the person is not on an actively managed list for that service.

What can be done?

1. Avoid this occurring in the first place by completing step B for all accepted referrals.
2. Use the following options to find those not progressed, for progression:

Triage Worklist (new functionality)

- A. Click on Triage
- B. Status = Accepted
- C. Has Service = Without Service
- D. Referrals requiring progression will display, to progress click on the referral icon

Note: Dirty Data

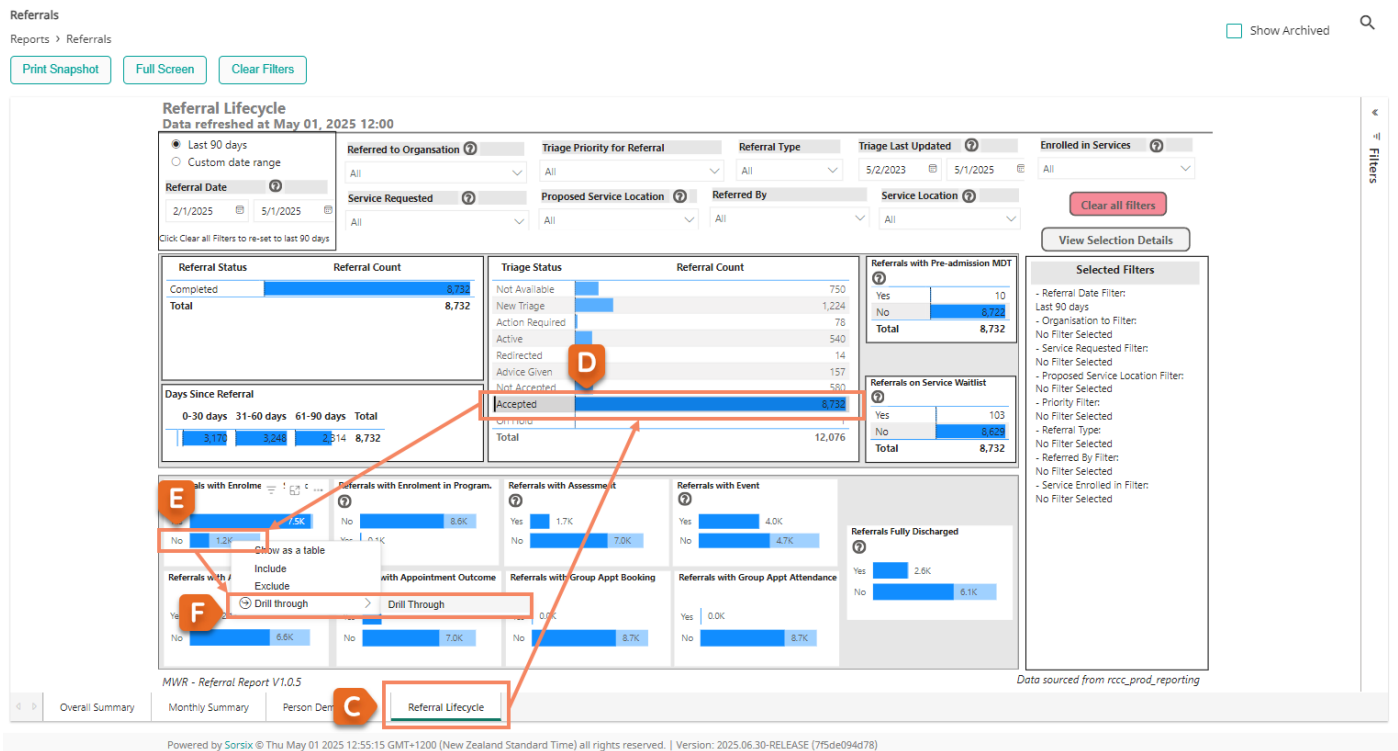
You may have "dirty data" on your triage and referral worklists from Jade, where referrals were not processed through the necessary steps. To ensure that only relevant referrals remain on these lists, please progress or remove any outdated entries.

MyWai Exception Reporting

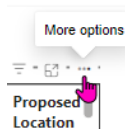
You can use this option when you require an ability have an overall view or to export and print a list:

- A. Click on Admin Pages > Reporting
- B. Click on Referrals > the Overall Summary will display

- C. Click **Referral Lifecycle**
- D. Click **Accepted**
- E. Right-click on **No** (for referrals with enrolment)
- F. Hover over **Drill through**
- G. Select **Drill Through**



- H. The detail will display > go to the top right corner and click the **More options** icon



Note: this will appear once you hover over the corner

- I. Select Export data

