

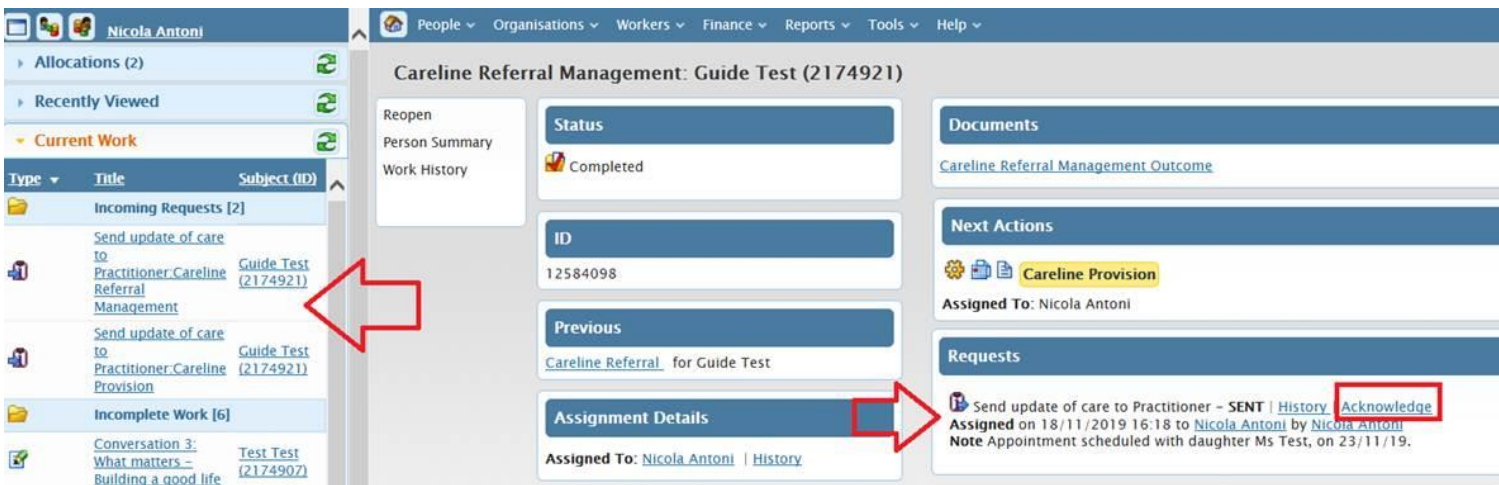
Careline workflow: acknowledging notifications

When you create a *Careline referral* on Mosaic, you are sending the next workflow step to Careline.

Careline work from *Careline referral management* workflow steps (when scheduling an appointment to assess) and a *Careline provision* workflow steps (where they detail any equipment provided/ the outcome of their visit).

In both of these steps, Careline staff are required to send you a notification- informing you of outcomes, and whether further intervention from you as the referrer is required.

They will appear like this, in your 'incoming requests' folder:



By clicking on 'Send update of care to Practitioner...', it will bring up the summary page, and you will see the note Careline has added for your information or for your intervention.

You must then 'acknowledge' this- by clicking the word acknowledge (circled above).

If not, they will remain in your folder.