

Oysta Referrals Hospital Teams

This is a guide on how the Hospital team send an Oysta Referral to Careline team.

On the client record, select **Start** and **Careline Referral** workflow step.

The screenshot shows a sidebar menu on the left with options: Person details, Start, Case notes, Documents, Health, Legal status, and Registrations. The 'Start' option is highlighted with a green box. The main content area is titled 'Start' and lists several workflow steps for Ms Tanija Test (2138438): Amend Reablement Services – Purchasing Team Only, AMH/SAMH – Referral and Assessment, Appointee Review, ASC Case Closure, Careline change of provision, and Careline Referral. The 'Careline Referral' option is highlighted with a green box.

Complete all sections 1 – 6 as normal (see **Careline referral guide** on the Practice Guide on how to complete it).

For Section 1 **Referral Information**, select 'Yes' for the Oysta Referral question and additional questions/prompts will appear.

The screenshot shows a question: "Hospital discharge referrals only – Oysta device". Below the question is a text input field and three radio button options: "Yes" (selected), "No", and "N/A".

You will need to read the **Requirements for Oysta referrals** and tick the **Confirmation** box.

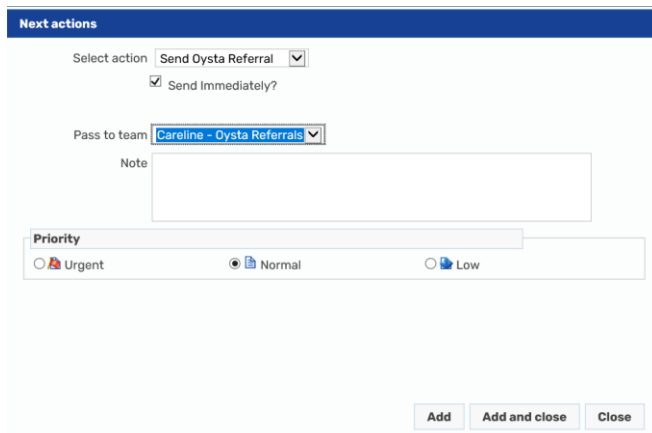
The screenshot shows a section titled "Requirements for Oysta referrals". It contains a list of requirements: "Please confirm that the following has all been discussed with the person", "A full referral will be made to Careline who will attend to carry out a full assessment", "This device belongs to Careline and will be collected when a full assessment is completed by Careline", and "Careline's charging policy has been explained. Please note there will be no charge for the temporary loan of the Oysta device". Below the list is a checkbox labeled "Confirmation".

You will then need to complete **What hospital is the resident being discharged from? Device details** and **Guidance** section.

The screenshot shows three sections of the Oysta Referral form. The first section is "What hospital is the resident being discharged from?" with radio button options: Royal Free, UCLH, St Pancras, and Other. The second section is "Device details" with a text input field for "Device number" and a checkbox labeled "Please confirm the device is fully charged and a charger has also been provided to the person". The third section is "Guidance" with a list of instructions: "You must follow up this Mosaic referral with a phone call to Careline", "Please call 020 7974 1491 to advise the team that there is an urgent referral to pick up", and "Careline will then set up the device to ensure that they are alerted if the device is activated". Below the list is a checkbox labeled "Phone call completed" with a green arrow pointing left.

In section 6 **Actions taken** section, two actions will need to be selected.

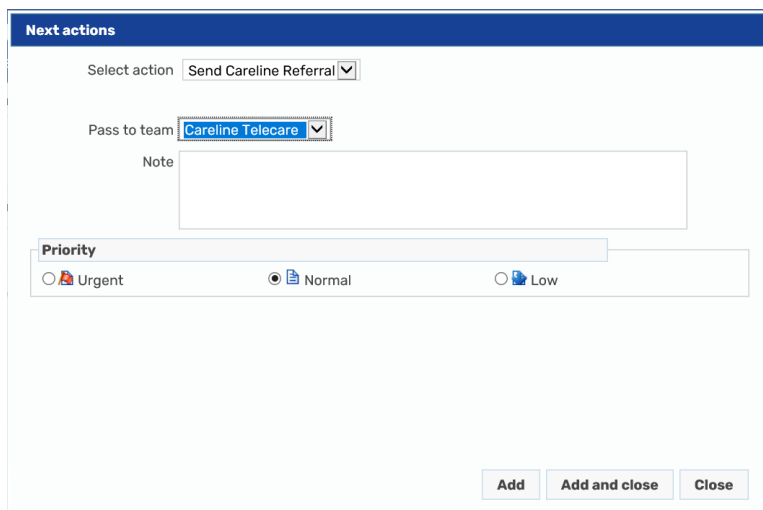
Select **Send Oysta Referral** and tick **'Send immediately'** and in **Pass to team** select **Careline – Oysta Referrals**. Then click **Add**.



The screenshot shows a 'Next actions' form with the following fields and values:

- Select action:** Send Oysta Referral (dropdown menu)
- Send Immediately?:** (checkbox)
- Pass to team:** Careline - Oysta Referrals (dropdown menu)
- Note:** (empty text box)
- Priority:** Urgent, Normal, Low (radio buttons)
- Buttons:** Add, Add and close, Close

For the other action select **Send Careline Referral** and in **Pass to team** select **Careline Telecare**. Then click **Add and close**.



The screenshot shows a 'Next actions' form with the following fields and values:

- Select action:** Send Careline Referral (dropdown menu)
- Pass to team:** Careline Telecare (dropdown menu)
- Note:** (empty text box)
- Priority:** Urgent, Normal, Low (radio buttons)
- Buttons:** Add, Add and close, Close

Finish the workflow step by clicking on the green tick.

IMPORTANT: You will need to phone Careline to advise that you are discharging a client with an Oysta Device and that you have completed the Careline referral.