

## Careline Oysta Referral

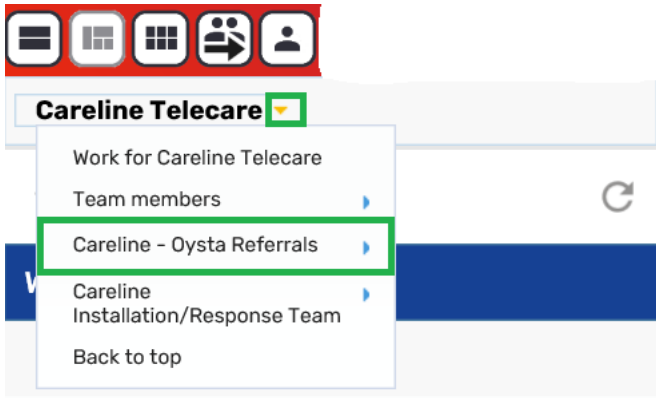
This is a guide on how to access Careline Oysta Referrals sent from the Hospital Team.

A new folder has been created to receive Oysta Referrals in Mosaic.

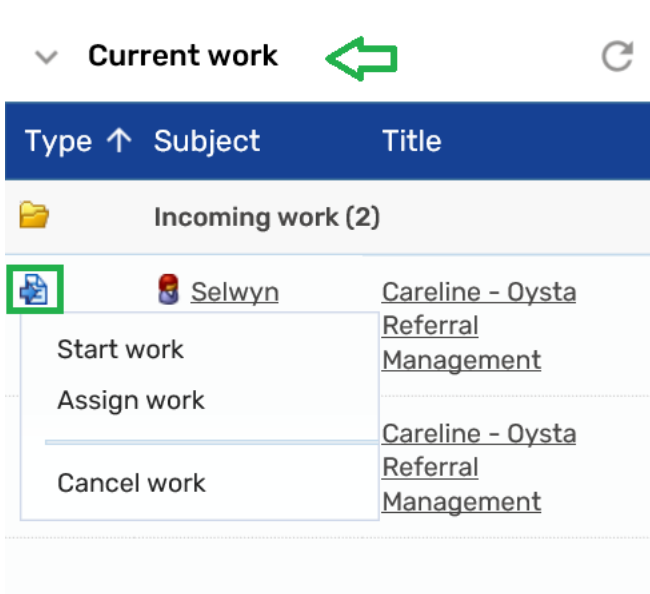
To access the referral folder, click on Team Workview icon



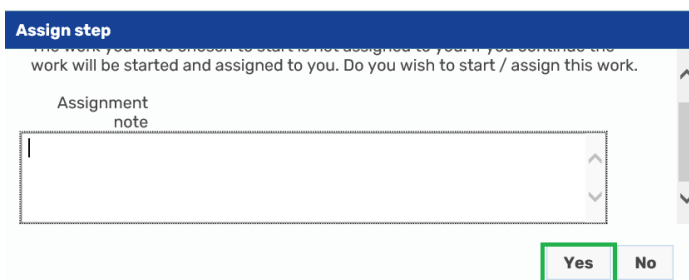
Then click on the drop down arrow next to **Careline Telecare** and select **Careline – Oysta Referrals**



In the **Current work** folder check for new referrals



Click on the left icon and select **Start work** and then select **Yes** when the dialog box appears.



You then need to read Section 1 **Referral Information** from the Hospital Team. This is a read only section.

The screenshot shows the '1. Referral information' section of the Oysta Referral Management system. On the left, a sidebar lists three sections: '1. Referral information' (highlighted in green), '2. Careline checklist', and '3. Actions Taken'. Below the sidebar, a legend indicates that a blue dot 'indicates completed section'. The main content area is titled '1. Referral information' and contains the following fields:

- Referrer details:**
  - Referrer name: Virtual Admin ASC Hospitals
  - Referrer team: HASC
- Referrer (completed on behalf of this person):**
  - Referrer name: (empty)
  - Referrer team: (empty)
- Hospital referrer is based at:**
  - UCLH
  - Royal Free
  - St Pancras
  - Other

In section 2 **Careline checklist**, you will need to complete the check list and put any notes.

The screenshot shows the '2. Careline checklist' section of the Oysta Referral Management system. On the left, the sidebar highlights '2. Careline checklist' in green. The main content area is titled '2. Careline checklist' and contains the following elements:

- Checklist:**
  - Test call received
  - Information passed to Installation and Response Officer
  - Jontek updated
  - Device activated
- Notes:** A text input field for adding notes.
- Section completed

In section 3 **Actions Taken**, click on **Add** and select **No Further Action** and **Add and close**.

The screenshot shows the '3. Actions Taken' section of the Oysta Referral Management system. On the left, the sidebar highlights '3. Actions Taken' in green. The main content area is titled '3. Actions Taken' and shows a 'Next actions' dialog box. The dialog box contains the following elements:

- Select action:** A dropdown menu with 'No Further Action' selected. A green arrow points to the dropdown.
- Note:** A text input field.
- Priority:**
  - Urgent
  - Normal
  - Low
- Buttons:** 'Add', 'Add and close' (highlighted in green), and 'Close'.

You then click on the green tick to finish.