

## Return a record to Central Intake for Hips and Knees

### Quick Reference Guide

Send a record back to Central Intake for Hips & Knees. The **Return to Central Intake** button is only available in the **Awaiting Acceptance** and **Awaiting Scheduling** states. If an **Appointment Date** has been logged and is in the **Awaiting Visit** status, the appointment must be removed prior to returning the record to Central Intake.

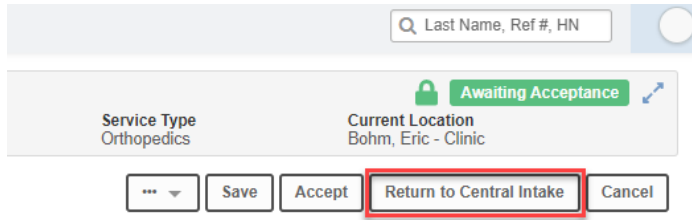
### Return a record to Central Intake for Hips and Knees



It is recommended that before completing the following steps, the Provider Office staff communicate with Central Intake (outside of eRequest) to notify them of the incoming returned case

#### 1. Decline eRequest

- Open the patient referral record
- Click the **Return to Central Intake** button



Q Last Name, Ref #, HN

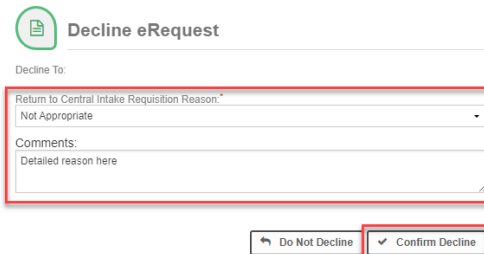
Service Type: Orthopedics

Current Location: Bohm, Eric - Clinic

Awaiting Acceptance

Buttons: Save, Accept, **Return to Central Intake**, Cancel

- Complete the **Decline eRequest** pop-up
  - Select a reason from the **Return to Central Intake Requisition Reason** dropdown list
  - Add additional **Comments**
- Click **Confirm Decline**



Decline eRequest

Decline To:

Return to Central Intake Requisition Reason:  
Not Appropriate

Comments:  
Detailed reason here

Buttons: Do Not Decline, **Confirm Decline**