

How to.....Attach a Referral letter web-based

If you find that your referral letter has not attached from within your clinical system (normally notified by Helpdesk or automated email) you can follow these steps to ensure the letter gets attached. DRSS and providers view e-RS on the web based system so its handy to have this available.

Locate the patient's letter in your clinical system, **Open it**.

- **Copy and paste** the letter into a word document, or save outside of your clinical system i.e. to your desktop (you can now close the letter in your clinical system)
- Now '**Save As**' (**Save document with patient name and today's date**) either on your desktop or text/document server, as long as it is not in your clinical system.
- Open **e-RS** either by using the icon on toolbar of your clinical system or via shortcut on your desktop.
 - Looking at the homepage screen of e-RS you will be in your **Worklist** option
 - Select from the drop down list **Outstanding Referral Letters**
 - Click on the patients **UBRN** (blue numbers)
 - Click on the only option available **Add Referral Letter**
 - Click **Attachments**
 - Click **Browse**
 - Locate the file where you have saved the referral letter you want to attach
 - Click **Open**
 - Click **Submit**
 - Click **Submit** again
 - Click **Close**

You will be returned to your homepage and the UBRN that you just attached the letter to will no longer be in the **outstanding referral letters**.

Please ensure that you log off by clicking **log off** at the top right-hand corner and not by pulling your card out until you have logged off. Update your patient's record to reflect that the referral letter has been attached via web-based NHS e-Referral Service.