Referral Letter: Resend for Referral Managers
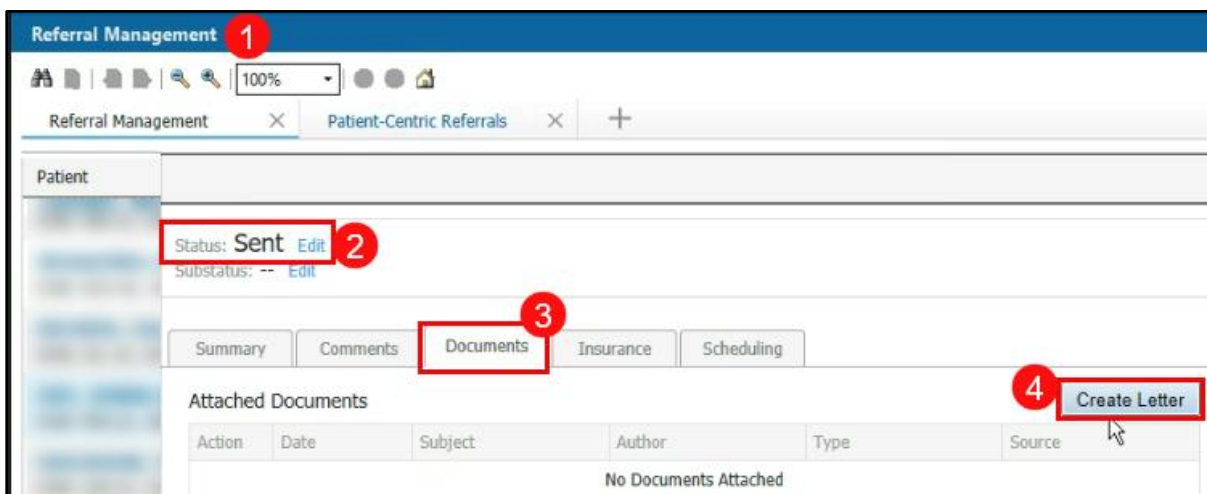
Cerner PowerChart Ambulatory **EDUCATION**

Summary: A referral letter for a referral in the Sent Status can now be resent to the same provider as needed. The new Create Letter option is located in the Documents tab in Referral Management. The button will display within Revenue Cycle and PowerChart; however, it will be functional within PowerChart **only**.
When: 10/9/2023
Support: Ambulatory Informatics at 231-392-0229.

Resending a Patient Referral Letter

A new Create Letter button is available within Referral Management Documents tab in PowerChart to easily create and send a referral letter for a referral that has been sent to an external location and has a Sent Status.

1. Navigate to Referral Management within PowerChart.
2. Note that the Status is Sent.
3. Click the Documents tab.
4. Click Create Letter. This will generate the referral letter to the same location the original referral was sent.

> **Note:**
> If the referral needs to be sent to a new location; edit the Status to Prep for Send, update the referral location in the Case Details, and Generate the new referral. For step-by-step instructions please see the Referral Management Document on the EHR Education website.

> **Note:**
> The Create Letter option displays in Revenue Cycle Referral Management but is not functional. Continue to use PowerChart to send outgoing referrals and create letters.