

West Sussex Technology Enabled Care

Quick Guide to making a successful referral

Please do

- **read the guide to completing a referral before you make your first referral** - this will let you know all the information you will be required to gather to make a successful referral.
- **complete your profile when you first register** – this will reduce the time it takes to make future referrals
- **log into the form when you have all the information required to make a referral** – there is a timeout on the form for security purposes, it will time out after 1 hour of inactivity. Try not to get involved in other tasks whilst you're completing the form or you may lose the information
- **only have the referral form open in one tab** – multiple log-ins result in an error and your referral may not go through
- **ensure you complete the form with as much information as possible** – this will reduce the queries back from our TECS team and also stop you having to go back to complete mandatory fields.
- **check that you receive a message saying your referral has been submitted and an opportunity to download a PDF version of your referral form** – if you don't receive this, your referral has probably not gone through, please try again and if you continue to experience difficulties please contact our TECS team on 01903 948200
- **feedback if you have any suggestions** – you can make your feedback to either Sue Tivey (sue.tivey@westsussex.gov.uk) or Melanie Townsend (mtownsend@nrs-uk.co.uk)

Please only mark the referral as "urgent" if this is the case. Urgent referrals should be made

- to prevent a delay to hospital discharge
- to prevent immediate admission to hospital or a care home
- if not installing TEC would result in danger to the client

If you have any questions about specific referrals or products, please contact the NRS TECS Team on tecs@westsussex.nrs-uk.net or 01903 948200