

Stop treating “sent” as a completed referral handoff.

A sending status can be visible while the receiving team, next action or follow-up owner is still unclear.

Proposed response

1. In the approved system, distinguish sending, confirmed receipt and a confirmed next action. Use the statuses the local pathway actually supports.
2. Assign a responsible role and next-review date. Define what happens to pending, returned, declined and information-requested items.
3. At the locally agreed review point, route an unresolved item to a named escalation owner. Record the response before changing the status.

Checklist

- ☐ A responsible role is visible.
- ☐ The receiving-service response is recorded rather than assumed.
- ☐ The next action and review point are clear.
- ☐ Unresolved and declined items have an agreed route.

Worked example

Fictional example, not a client record or reported outcome.

State	Sent; receipt not confirmed
Responsible role	Referral coordinator
Next action	Check receipt through the agreed receiving-service route
Review point	The clinic’s approved follow-up date
Evidence	Recorded response and next action, beyond the sending timestamp

Check it locally. Inspect the sources.

Run the check

Run a fictional unacknowledged referral and a fictional request for missing information. Can a colleague identify the next owner, action and review point?

Candidate local measure

For an agreed sample, record whether an owner, next action and review point are visible. Keep pending and declined items separate from confirmed handoffs.

Scope

This is a proposed operational check. Local clinical urgency, acceptance criteria and escalation rules remain with the responsible teams.

Independent public sources

Ontario eReferral-eConsult implementation guide

Implementation guidance | S030 | Checked 2026-10-25

Ontario Health describes information flows across referral and consultation pathways.

Limit: Implementation context does not validate this checklist or a particular clinic's outcomes.

<https://ehealthontario.on.ca/en/standards/ontario-ereferral-implementation-guide-fhir-overview>

CorCare Link public implementation reference

Published implementation reference | S026 | Checked 2026-10-25

CorCare Link supports community referral and ordering workflows.

Limit: Capability availability does not establish successful handoff completion.

<https://nlhealthservices.ca/corcare/for-health-providers/community-physicians/corcare-link/>

Proposed checks are Clinopilot operational synthesis. Independent sources do not establish a Clinopilot client result.

<https://clinopilot.com/proof/referral-handoffs/>