COMPLETING A HIGH-RISK REFERRAL

IDENTIFY A HIGH-RISK REFERRAL

TXIN will alert you if a **High-Risk Referral** has been created with a message on the Message Bar on the **Family** page as well as on the **Participant** page.

To see the risk codes that are assigned, select the **Risk Codes** tab on the Participant page.

*Before completing a high-risk referral, review to determine if the risk code is autogenerated or manually selected (refer to **TXIN Risk Codes Cheat Sheet** located on Egnyte) and confirm that it is appropriate. If the risk code is not appropriate, deactivate the risk code.*
Some risk codes, whether assigned automatically or manually, are defined as high-risk codes (refer to Policy CS:33.0 High Risk Referrals or your Local Agency specific High Risk Policy). When these codes are assigned to a Participant, TXIN creates a High-Risk Referral record.

**COMPLETE A HIGH-RISK REFERRAL**

**NOTE:** All steps for High-Risk referrals must be completed before a Participant can be certified.

Even though TXIN does not require all fields described in the following sections to be completed, WIC policy CS:33.0 High Risk Referrals does require this information.

1. To complete a High-Risk referral, select the Referrals & Transfers tab on the Participant page.

2. Scroll to the Referrals section. Open a pending referral record by double-clicking between the text.

3. Select the referral service from the drop-down list. The Referral Service must be selected using guidance from Policy CS:33.0 High Risk Referrals and/or Local Agency specific High Risk Policy to determine the correct Referral Service for the Participant, based on the Risk Code that was assigned.
4. In the **High-Risk Details** section, select the **High Risk Referral Status** as **Accepted** or **Refused**. The status cannot be left as **Pending**. If the **High Risk Referral Status** is **Refused**, a **High Risk Refusal Reason** must be selected from the drop-down menu.

5. Even though **Follow-up Required** is not required by TXIN, it is a requirement in **Policy CS:33.0 High Risk Referrals**. When **Follow-up Required** is selected, **Follow Up Date** becomes a required field.
6. Enter the **Follow Up Date** using the calendar icon or type the date. The Follow Up Date should be in compliance with the Local Agency specific High Risk Policy for internal and external referrals.

7. Select **Save & Close** on the Action Toolbar to save the **High Risk Referral** record. The **High Risk Referral Status** will change to **Accepted** or **Refused**.

**DOCUMENT HIGH RISK REFERRAL FOLLOW-UP**

1. To document a **High Risk Referral Follow-Up**, open the referral and, in the **Follow-Up Completion Details** section, check the box beside **Followed Up**. The current date will populate as the **Followed Up Date**. This date can be changed using the calendar icon.
2. Document High Risk Referral Follow-Up outcome in a VENA record. Select Other as the General Goal and enter the outcome information in the text box.

You can also document the High Risk Referral Follow-Up outcome in the Notes section and/or upload a follow-up outcome document into the Notes section of the VENA record using the paperclip icon on the right side.

See policy CS:33.0 High Risk Referrals for more information on completing and documenting High Risk Referrals.