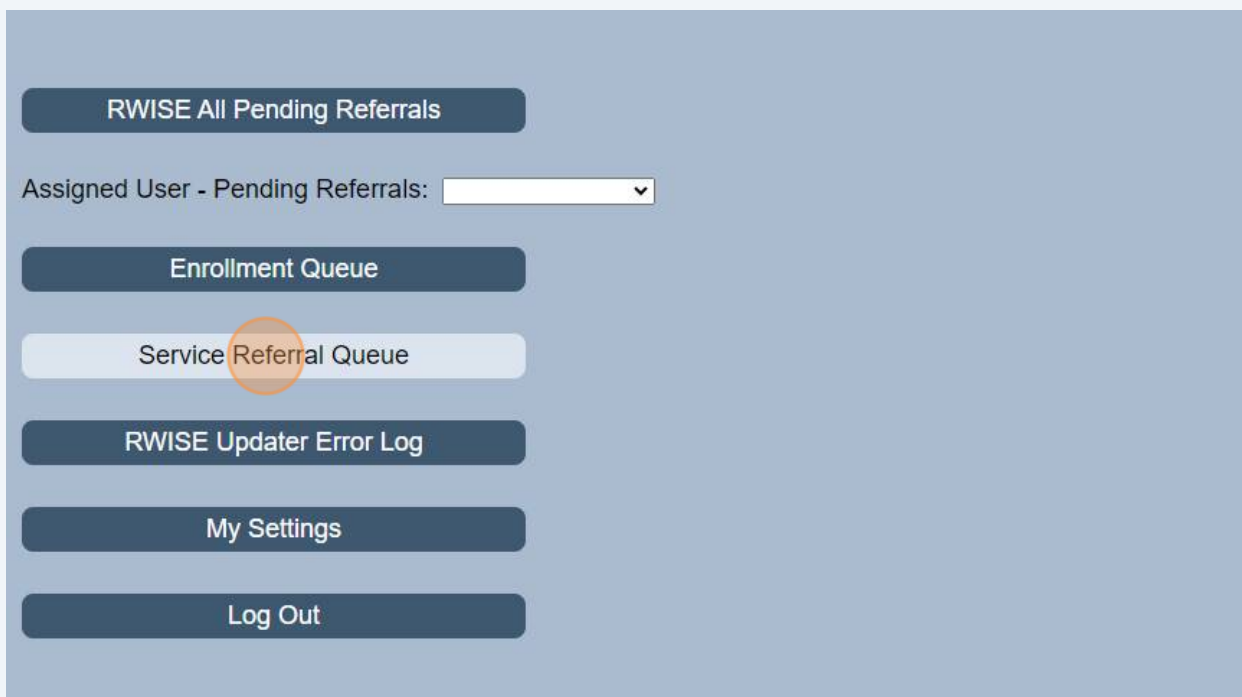


Accessing and Managing Service Referrals in RWISE



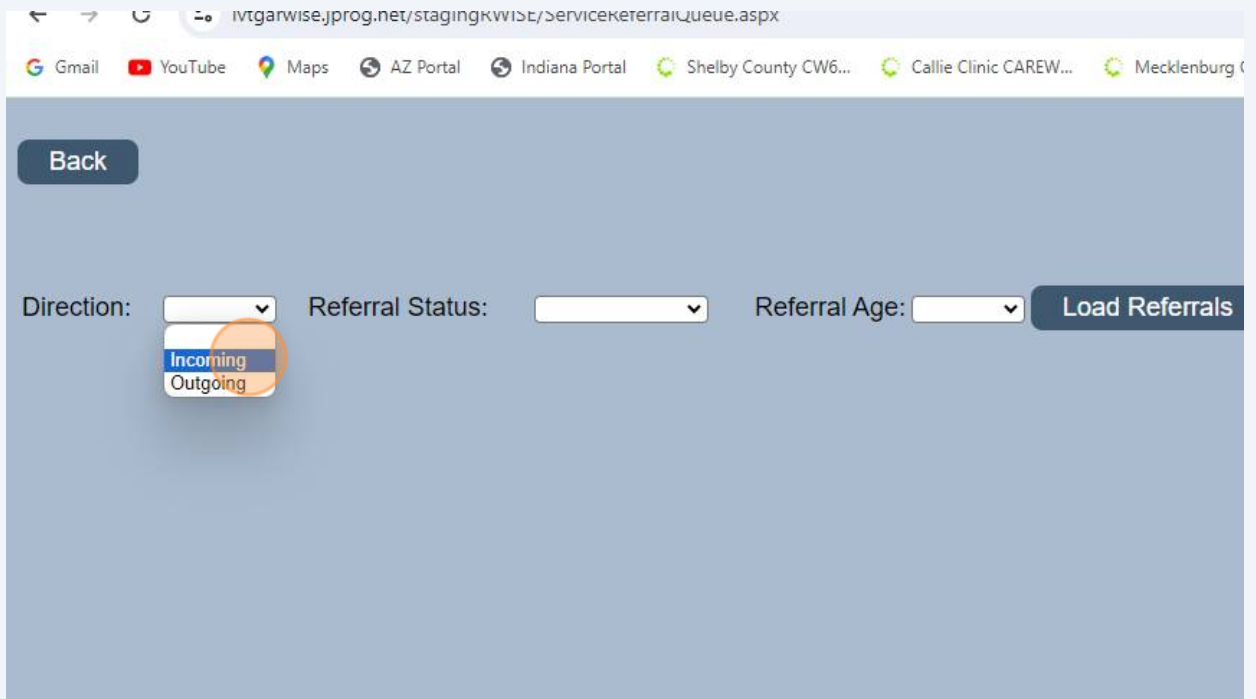
This guide provides step-by-step instructions on how to access and manage service referrals in RWISE. It explains how to navigate the system, view referral details, create new referrals, attach documents, and delete incorrect referrals. By following these steps, users can efficiently handle and track service referrals within RWISE and RWISE Viewer.

1 Click "Service Referral Queue"



2

Click Referrals "Direction". "Incoming" referrals are from other Clark County providers to your agency. "Outgoing" are referrals your agency has sent out.



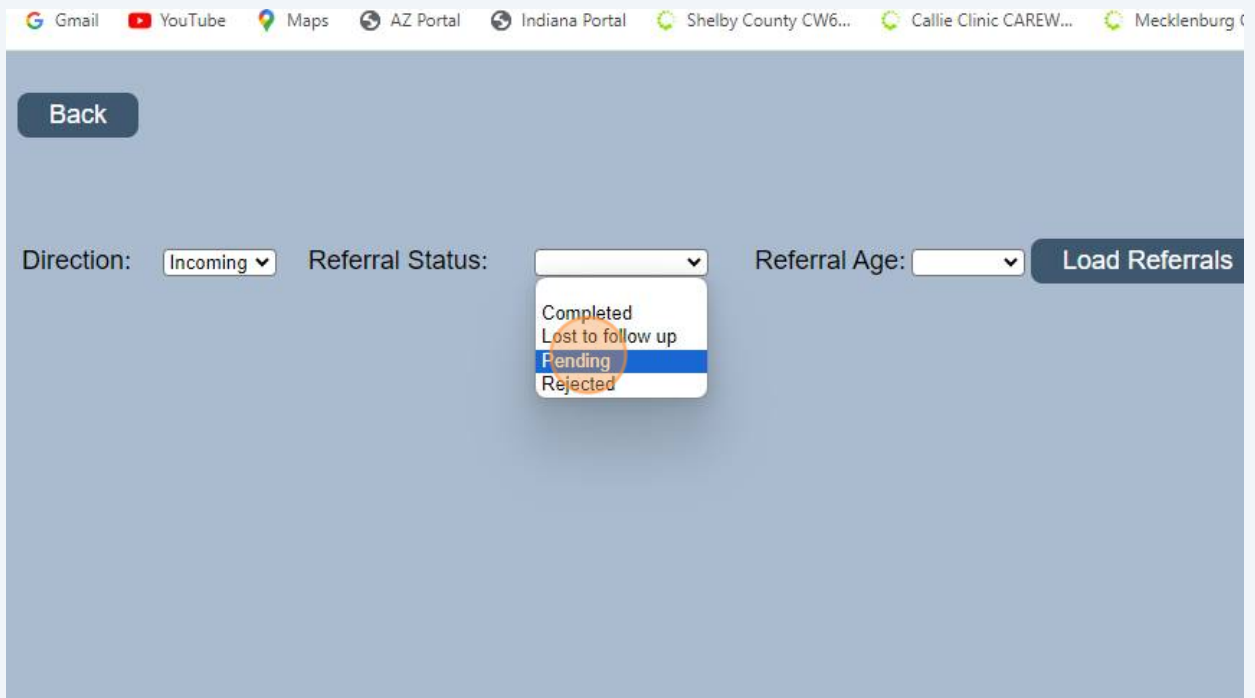
3 Click "Referral Status" dropdown options which include:

Completed - All taken care of.

Lost to Follow up - Unable to contact the client.

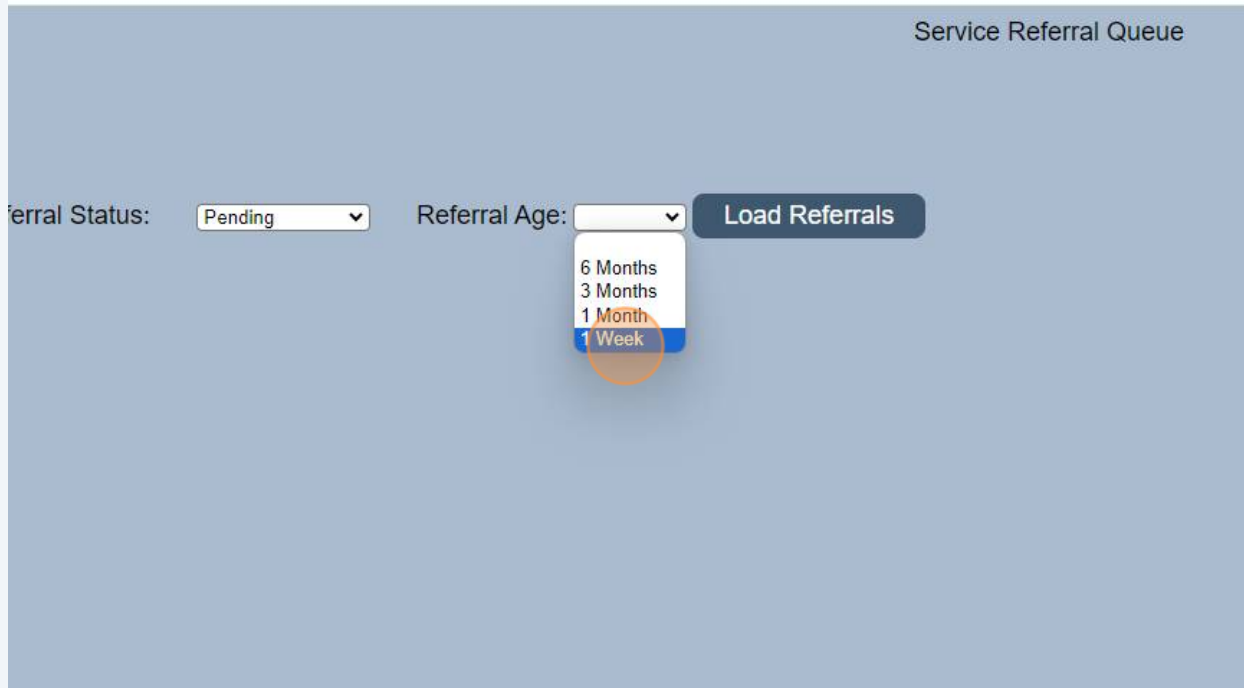
Pending - Under review

Rejected - The referral was declined.



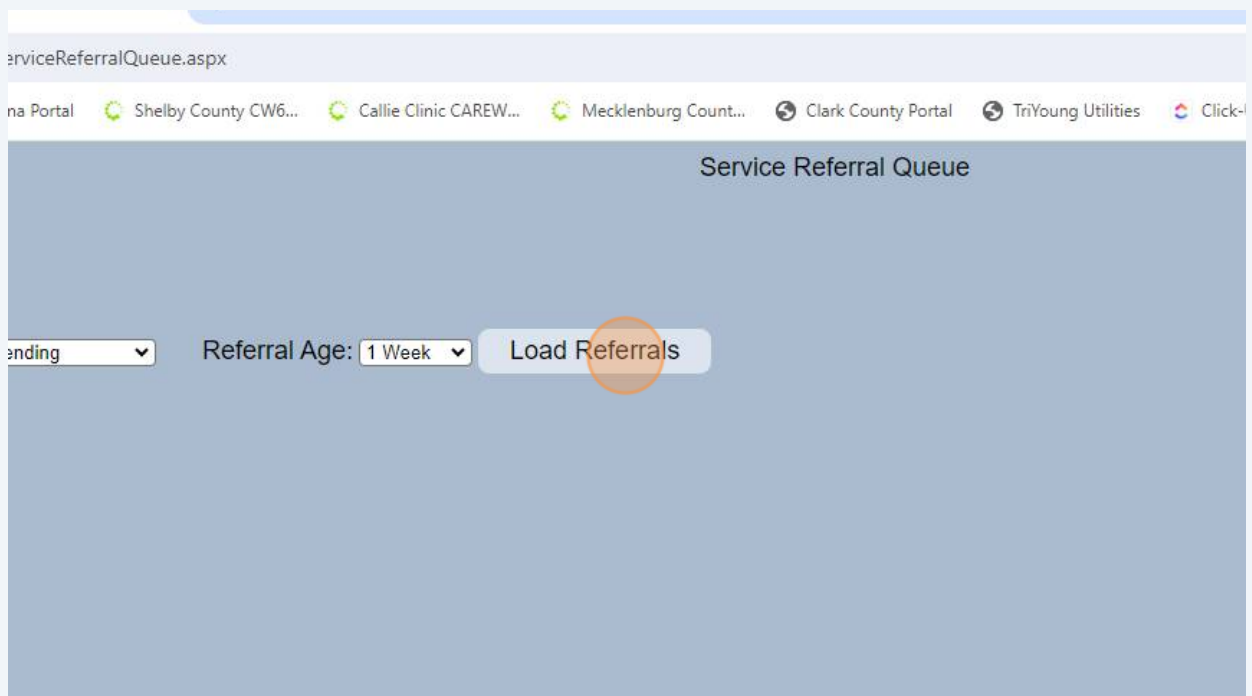
4

Click "Referral Age" dropdown options which include the last "6 Months", "3 Months", "1 Month" or "1 Week"



5

Click "Load Referrals"



6

A list of referrals matching the selected criteria will appear. "Select" to open the Service Referral or "Back" to return to the main menu.

The screenshot shows a web browser window with the URL `lvtganwise.jprog.net/stagingRWISE/ServiceReferralQueue.aspx`. The page title is "Service Referral Queue". A "Back" button is circled in orange. Below the title, there are filters for "Direction" (Outgoing), "Referral Status" (Pending), and "Referral Age" (1 Week), along with a "Load Referrals" button. A table displays two rows of referral data:

	First Name	Last Name	RWISEUID	Referring Date	Provider	Direction	Ref Status	Last Updated	Ref Staff	Ref Note	Ref Comment
Select	ClientB	Test	217601	02/22/2024	Community Counseling Center	Outgoing	Pending	02/23/2024	TYI Lisa	translator TEST	
Select	ClientApples	Test	200017	02/22/2024	Community Counseling Center	Outgoing	Pending	02/23/2024	TYI Lisa	Test	

7

Click "Select" next to client name to view the Service Referral.

The screenshot shows the same web browser window as above, but with the "Referral Status" filter set to "Completed". The "Back" button is now dark blue. The "Load Referrals" button is also dark blue. The table displays one row of referral data:

	First Name	Last Name	RWISEUID	Referring Date	Provider	Direction	Ref Status	Last Updated	Ref Staff	Ref Note	Ref Comment
Select	ClientB	Test	217601	02/22/2024	Community Outreach Medical Center	Outgoing	Completed				

8 Click "Back" to return to the Service Referral Queue.

Modify Service Referral

Selected Client: ClientB Test
URN: CITS0404002U

Refer To Provider: Community Outreach Medical Center
Service Category: Mental Health Services

Ref - Notes: Would like to speak to doctor TEST

Ref - From Staff and Contact Number: TY LISA 602-802-8248
Ref - Client Scheduled Appt Date: 04/30/2024

Ref - Assigned Staff and Contact No: [Field]
Status: Completed
Comments: [Field]
Completed Date: 02/22/2024

Attach Documents
Save

	Content	Attach Date	Attach User	File Type	File Name	Comment
Select	Example	02/22/2024	LALANIZ	.pdf	Sample Application1	

9 Client specific service referral can also be accessed on the client display. From the Client Display, Click "Service Referrals"

Client Display

New Search Service Referrals Find List Log Out More Client Details

Client Contact Information

First Name: Client Joe Middle: [Field] Last Name: Test AKA: [Field]
 RWISEUID: 218167 DOB: 6/16/1987 URN: CITS0616871U
 Address: Residence: 101 Palos Verdes Henderson, NV 89014 County: Clark
 Phone: 121-212-1111 MSG OK Sec Phone: [Field] MSG OK

Common Notes

RW Elig - Brand New app from 11/3/2023 to 05/31/2024 RGomez UMClie11ness

Eligibility Information

Eligibility Status	Not Eligible	Status End Date	12/31/2023	Ineligible Reason	Failed to Renew
Start Date	10/23/2023	Upcoming Renewal	6 Month Renewal	Renewal Due Date	12/31/2023
Household Income	0.00	Household FPL	0 %	Household Size	1
Client Income	0.00	Client FPL	0 %	Ending the Epidemic	Eligible

Client Level Data

Race	White	Ethnicity	Hispanic	Gender	Male	Birth Gender	Male
Risk Category	Not Reported or Not Identified		Housing Status	Stable/Permanent	MAI Eligible	Eligible	
Primary Ins	Medicaid, CHIP or Other Put	Secondary	Date	10/23/2023			
HIV Status	HIV-positive (not AIDS)	HIV Date	1/1/2023	AIDS Date	[Field]		

View Eligibility Notes

10 Click "Create Referral" to add a new service referral.

The screenshot shows a web browser window with the address bar displaying `lvtgarwise.jprog.net/stagingRWISE/directionServiceReferrals.aspx`. The page has a dark blue header with a 'Back' button and a 'Create Referral' button, the latter of which is circled in orange. Below the header is a table with the following data:

	Referring Date	Provider	Direction	Ref Status	Last Updated	Ref Staff	Ref No
Select	02/22/2024	Aid for AIDS of Nevada	Outgoing	Pending	02/23/2024	TYI LIsa	Needs Food B

11 The create Referral Screen will open.

The screenshot shows the 'Create Service Referral' form. It includes a 'Back' button and a 'Log Off' button. The form displays the following information:

Selected Client: Client Joe Test
URN: CITS0616871U

Refer To Provider: [Dropdown menu highlighted with an orange circle]
Requested Service Category: [Dropdown menu]

Ref - Notes: [Text area]

Ref - From Staff and Contact Number: [Text input field]

Ref - Client Scheduled Appt Date: [Date picker showing mm/dd/yyyy]

A 'Save' button is located at the bottom left of the form.

12 Select "Refer To Provider" from the dropdown.

Selected Client: Client Joe Test
URN: CITS0616871U

Refer To Provider:
Requested Service Category:

Ref - Notes:

Ref - From Staff and Contact Number:
Ref - Client Scheduled Appt Date:

Save

- ACCEPT
- Access to Healthcare Network
- Admin - Clark County Lab Data Imports
- Aid for AIDS of Nevada
- AIDS Healthcare Foundation
- Better Lunch
- Carson City Health and Human Services
- CLARK COUNTY SOCIAL SERVICE
- Community Counseling Center
- Community Outreach Medical Center
- Dignity Health - St. Rose
- Golden Rainbow
- HELP of Southern Nevada
- HOPES
- Horizon Ridge Clinic
- Huntridge Family Clinic
- Impact Exchange
- NARES
- Nevada Legal Services

13 Next select the "Requested Service Category" from the dropdown.

Selected Client: Client Joe Test
URN: CITS0616871U

Refer To Provider: Aid for AIDS of Nevada
Requested Service Category:

Ref - Notes:

Ref - From Staff and Contact Number:
Ref - Client Scheduled Appt Date:

Save

- Early Intervention Services
- Eligibility
- Emergency Financial Assistance
- Food Bank/Home-Delivered Meals
- General Contact
- Health Education/Risk Reduction
- Housing Services
- Linguistics Services
- Medical Case Management
- Medical Nutrition Therapy
- Medical Transportation Services
- Mental Health Services
- Non CARE Act Service
- Non-Medical Case Management Services
- RWIS Eligibility

14 Add a Referral Note to the receiving agency.

Selected Client: Client Joe Test
URN: CITS0616871U

Refer To Provider: Aid for AIDS of Nevada
Requested Service Category: Food Bank/Home-Delivered Meals

Ref - Notes: Needs Food Box.

Ref - From Staff and Contact Number:

Ref - Client Scheduled Appt Date: mm/dd/yyyy

15 Add your name and contact phone number under "Ref - From Staff and Contact Number"

ltganwise.jprogn.net/stagingRWISE/CreateServiceReferral.aspx

Back Log Off Create Service Referral

Selected Client: Client Joe Test
URN: CITS0616871U

Refer To Provider: Aid for AIDS of Nevada
Requested Service Category: Food Bank/Home-Delivered Meals

Ref - Notes: Needs Food Box.

Ref - From Staff and Contact Number: Lisa 602-802-824

Ref - Client Scheduled Appt Date: mm/dd/yyyy

16

Click here to enter the client scheduled appointment date.

URN: CITS0616871U

Refer To Provider: Aid for AIDS of Nevada

Requested Service Category: Food Bank/Home-Delivered Meals

Ref - Notes: Needs Food Box.

Ref - From Staff and Contact Number: Lisa 602-802-8248

Ref - Client Scheduled Appt Date: mm/dd/yyyy

Save

February 2024

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1	2
3	4	5	6	7	8	9

Clear Today

17

Click "Save"

Back Log Off

Create Service Referral

Selected Client: Client Joe Test

URN: CITS0616871U

Refer To Provider: Aid for AIDS of Nevada

Requested Service Category: Food Bank/Home-Delivered Meals

Ref - Notes: Needs Food Box.

Ref - From Staff and Contact Number: Lisa 602-802-8248

Ref - Client Scheduled Appt Date: 03/26/2024

Save

18 Click "Attach Documents"

Back Log Off

Create Service Referral

Selected Client: Client Joe Test
URN: CITS0616871U

Referral has been created

Refer To Provider: Aid for AIDS of Nevada
Requested Service Category: Food Bank/Home-Delivered Meals

Ref - Notes: Needs Food Box.

Ref - From Staff and Contact Number: Lisa 602-802-8248
Ref - Client Scheduled Appt Date: 03/26/2024

Attach Documents

Save

19 Click "Choose File"

Back

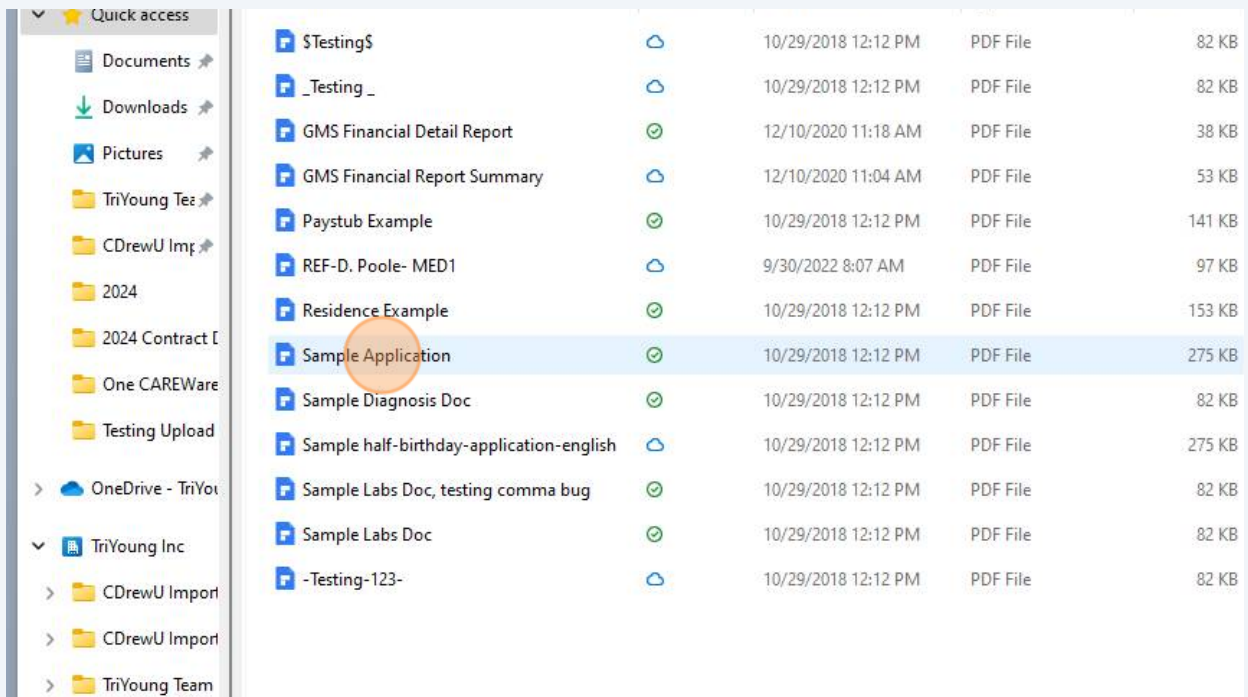
Content Type: Example

Comment:

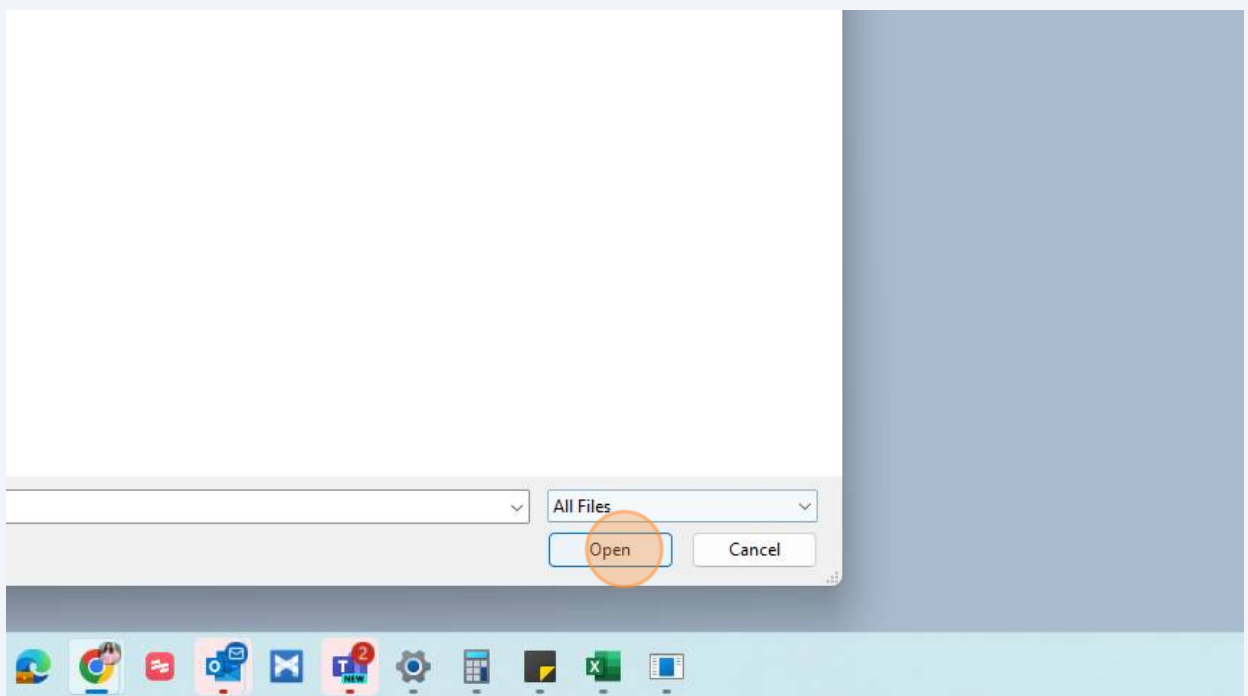
Choose File No file chosen

Upload

20 Select your file



21 Click "Open"



22 Click "Upload"

Back

Content Type:

Comment:

Sample Application.pdf

23 Click "Save"

Ref - Client Scheduled Appt Date:

Ref - Assigned Staff and Contact No:

Status:

Comments:

Completed Date:

	Content	Attach Date	Attach User	File Type	File Name	Comment
Select	Example	02/22/2024	LALANIZ	.pdf	Sample Application1	

24 Click "Back" to return to Client Service Referrals.

Modify Service Referral

Back Log Off

Selected Client: Client Joe Test
URN: CITS0616871U

Referral has been saved

Refer To Provider: Aid for AIDS of Nevada
Service Category: Food Bank/Home-Delivered Meals

Ref - Notes: Needs Food Box.

Ref - From Staff and Contact Number: Lisa 602-802-8248
Ref - Client Scheduled Appt Date: 03/26/2024

Ref - Assigned Staff and Contact No: [Empty]
Status: Pending
Comments: [Empty]
Completed Date: mm/dd/yyyy

Attach Documents
Save

Content	Attach Date	Attach User	File Type	File Name	Comment
Select Example	02/22/2024	LALANIZ	.pdf	Sample Application1	

25 If you have entered a referral incorrectly, select the red X to delete the referral.

Service Referrals

Ref Staff	Ref Note	Ref Comment	
Lisa	Needs Food Box TEST		X
602-802-8248	Needs Food Box.		X

26 Click "OK" and the service referral will be deleted.

Updated	Ref Staff	Ref Note	Ref Comment
2024	TYI LIsa	Needs Food Box TEST	✘
2024	Lisa 602-802-8248	Needs Food Box.	✘

27 The Service Referrals will be READ ONLY in CAREWare. To view service referrals in CAREWare. Find Client.



Provider Summary (2 Charts As of 4:09 PM)

New Clients

Category	In Numerator (%)	Not In Numerator (%)
Chart 1	85.7%	14.3%
Chart 2	95.0%	5.0%

Active Clients

Category	In Numerator (%)	Not In Numerator (%)
Chart 1	0%	100.0%
Chart 2	93.3%	6.7%
Chart 3	69.0%	31.0%

28 Enter Client Information then click "Client Search"

Clark County CAREWare 6 - Build 222

Welcome to Part A CAREWare! To reset your password, visit: <https://ivtgarwise.jprogn.net/CCPortal/> For questions about reports, contact: CAREWareReportHelp@ClarkCountyNV.gov. For other questions, please use the TriYoung Help Form to submit a request: <https://triyounghelp.clickup.com/forms/18032327/f/h69p7-22587/8MIGAFKX3385R7TKVE>

Find Client

[Client Search](#) [Help](#) [Close](#)

Find Client

Last Name:

First Name:

Preferred Name:

DOB:

ClientID:

URNorEURN:

Encrypted UCI:

State No (eHars):

Active Only:

29 Select your client and Click "View Details".

HRSA
Ryan White HIV/AIDS Program

Find Client > Search Results

[View Details](#) [Custom Forms](#) [Back](#) [Print or Export](#) [Hide/Show Columns](#)

Search Results

Search:

Last Name	First Name	DOB	Client ID	URN	EURN
Test	ClientB	04/04/2000		CITS0404002U	XLlz3Pg0x

30 Click "Referrals"

The screenshot shows a patient profile page. On the left is a sidebar menu with various categories. The 'Referrals' item is highlighted with an orange circle. The main content area displays several tabs: Contact Information, Race/Ethnicity, HIV Risk Factors, Vital and Enrollment Status, Eligibility, HIV Status, Common Notes, Provider Notes, Custom Tab 1, and RWISE Eligibility View. Each tab has associated data displayed to its right.

Tab	Value
Contact Information	125 HOIA St Las Vegas, NV 89179 702-999-5858
Race/Ethnicity	American Indian, Hispanic (Other)
HIV Risk Factors	Heterosexual
Vital and Enrollment Status	Vital Status: Alive Current Status: Active
Eligibility	Not Eligible for Ryan White
HIV Status	HIV-positive (not AIDS) HIV Date: 01/01/2011
Common Notes	No description supplied
Provider Notes	No description supplied
Custom Tab 1	View or Edit the client's Custom Tab 1 information
RWISE Eligibility View	View or Edit the client's RWISE Eligibility View information

31 Click the referral.

The screenshot shows the 'Ryan White HIV/AIDS Program' interface. At the top, there is a header 'Ryan White HIV/AIDS Program'. Below it is a navigation breadcrumb: 'Find Client > Search Results > Demographics > Referrals'. A toolbar contains buttons for 'View', 'Add', 'Delete', 'Referral Classes', 'External Provider Setup', 'Help', 'Print or Export', and 'Hide/Show C'. The main section is titled 'Referrals' and includes a search box. Below the search box is a table with the following data:

Dir	Referral Date	Provider	Service Category	Status	Complete Date	Class
Ou	02/22/2024	Community Course	Linguistics Services	Pending		
Ou	02/22/2024	Community Outrea	Mental Health Servi	Completed	02/22/2024	

32

Referral will appear as read only.

The screenshot displays the HRSA Ryan White HIV/AIDS Program web application. The browser address bar shows the URL: `https://mgacv6.jprogr.net/careware/rs/ClientInformation.htm`. The page header includes the HRSA logo and the text "Ryan White HIV/AIDS Program". The breadcrumb navigation path is: `ztest > Test, ClientB (Birthdate: 4/4/2000, Last service:)`. The main content area is titled "View" and contains the following information:

- Referral Date: 02/22/2024
- From Provider: ztest
- Provider: Community Counseling Center
- Direction: Outgoing
- Category Label: Linguistics Services
- Status: Pending
- Complete Date: (empty)
- Class: (empty)
- Silent:
- Comments: (empty text area)
- Name of employee making referral: (empty text area)
- Name of employee completing referral: (empty text area)
- Emergency Referral:
- Comments from employee making referral: (empty text area)
- Comments from employee completion referral: (empty text area)

The left sidebar contains a "Customize" section with a list of menu items: Client Summary, Demographics, 2024 RSR, 0 Issues, 2023 RSR, 0 Issues, Client Report, Encounter Report, Drug Payments, Services, Annual Review, Case Notes, Custom Forms, Vital Signs, Hospital Admissions, Medications, Labs, Screenings, Screening Labs, Immunizations, Diagnoses, Sharing Requests, Referrals, Relations, Counseling and Testing, Pregnancy History, Orders, Appointments, User Messages, Search Change Details, Duplicate Client, Performance Measure, Status, Delete Client, and Close. The "Referrals" item is highlighted. The bottom of the page shows a Windows taskbar with the date and time: 5:08 PM, 2/22/2024.