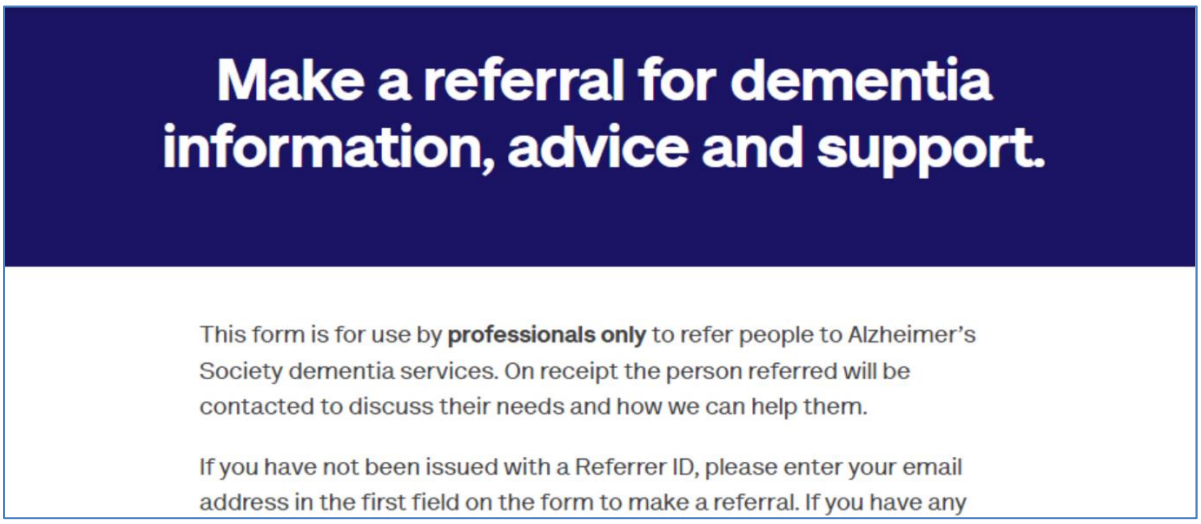
Online Referral System Guide

Through these simple steps we will show you how you can quickly and easily refer a person into our Dementia information, advice, and support services.

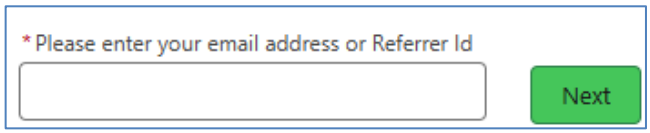
Step 1: Open the online referral form.

You can find the online referral form at https://www.alzheimers.org.uk/referralform. Alternatively, you can Google 'Alzheimer's Society Make a referral.'

This will bring you to the referral form homepage, as shown below.



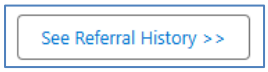
Scroll down the page to see the first field, enter your email address or Referrer ID then click Next or enter.



If you have previously referred into local Alzheimer's Society services, you may have been issued with a Referrer ID for example ALZ-09090. If not, or you prefer to use your work email address, you can register yourself with an email address when you are ready to make a referral.

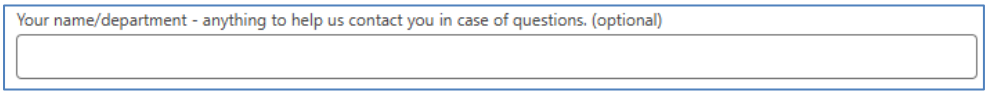
The first time you enter your email address, you will be asked to complete further details at the bottom on the referral form, 'ABOUT YOU (THE REFERRER)', after you have entered the details of the person who needs support.

The next section of the referral form will now open:



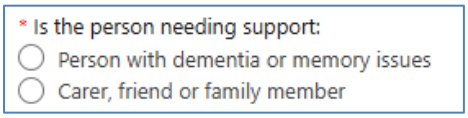
This is explained below in the your questions answered section.

Where you have entered a Referrer ID, please enter your name and contact information in this field.



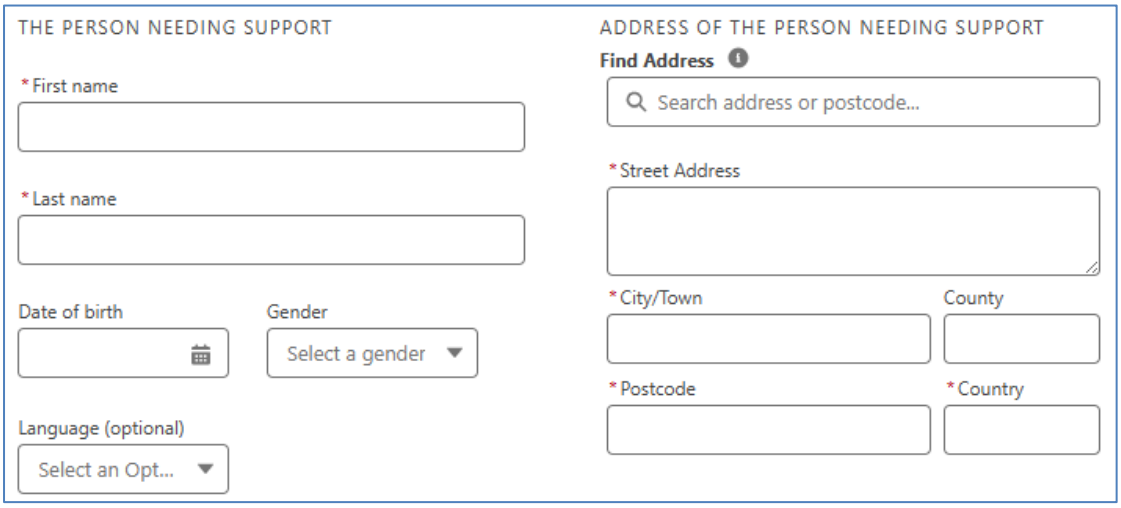
Step 2: Provide information about the person needing support.

What type of person requires support.



Select 'Person with Dementia or memory issues, where the person needing support has memory issues either with or without a formal dementia diagnosis. Select Carer, friend or family member where the person needing support is a carer or other person related to a person with memory issues.

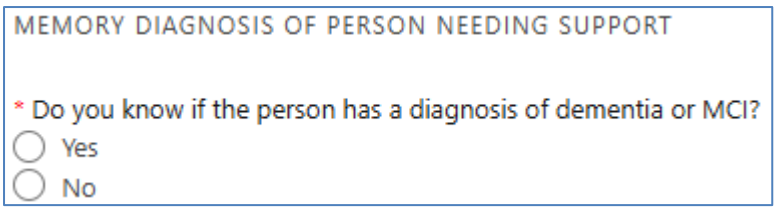
Most of field labels make it clear what needs to be entered, and where an * is shown the field must be completed. Extra information is given below where appropriate.



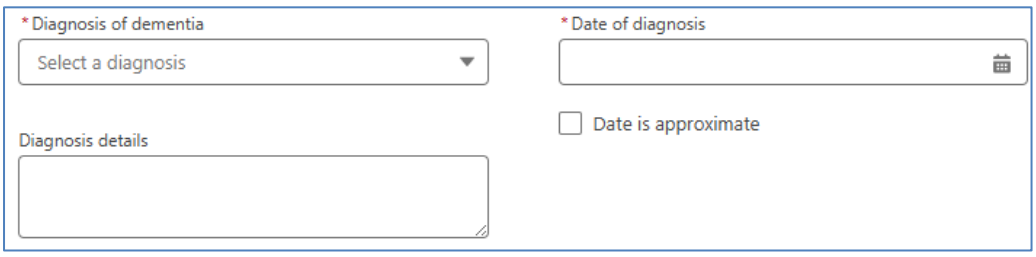
You MUST provide an address for the person needing support, without one the referral cannot be processed.

Although you can manually type in the address, using the Find Address Search field ensures that the postcode is valid. A valid postcode also ensures that your referral is directed to the correct team.

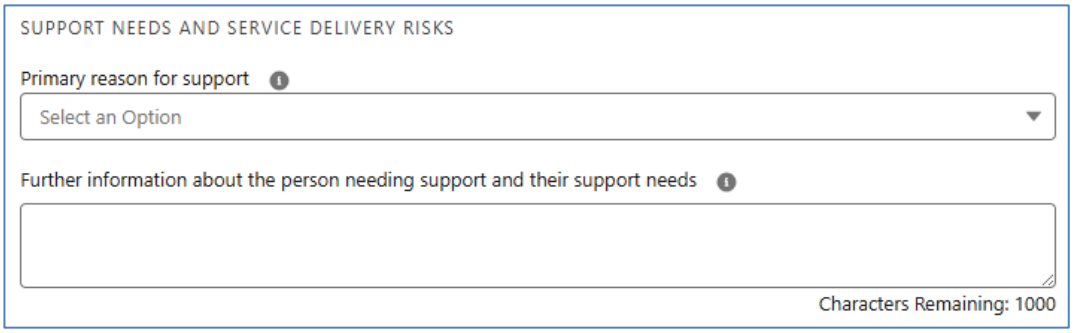
If you selected 'Person with dementia or memory issues', you will now be asked if you know whether they have a formal diagnosis of dementia or MCI. Select "Yes" if you know the formal diagnosis.



If you select "Yes" you will be asked to provide the diagnosis information.



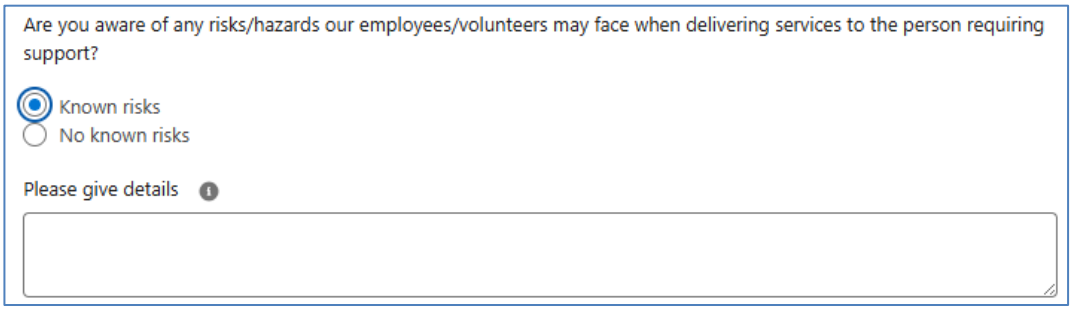
The next section asks about support needs and service delivery risks.



The Primary reason for support is a pick list, from which you should select the most appropriate option.

Further information about their support needs can be entered in the field below.

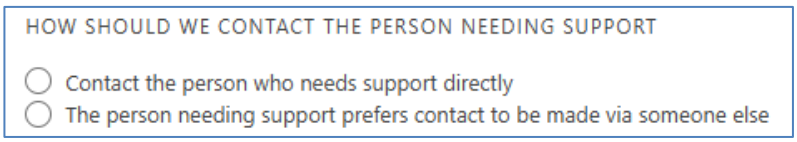
The further information field can also be used to record any information which you have been advised is needed by your local Alzheimer's Society team.



Select Known risks or No known risks as appropriate. If 'Known risks' is selected, please give details in the field below.

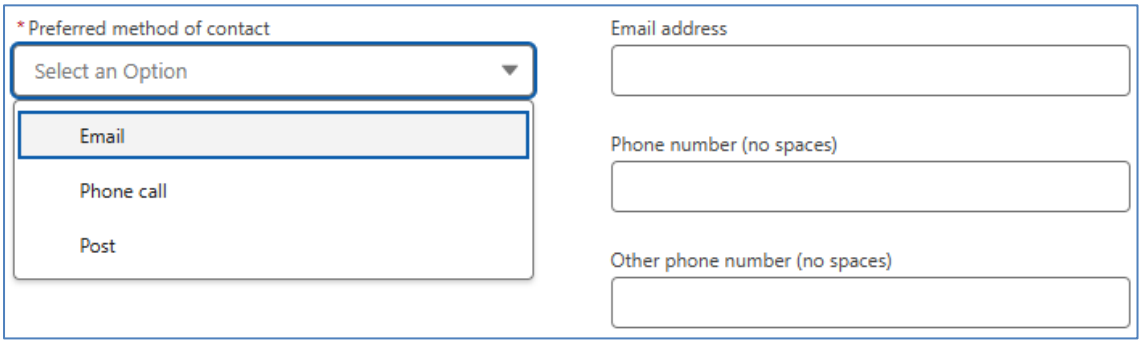
Known risks could be related to the person needing support (e.g. history of threatening or abusive behaviour), their home (e.g. Animals/Pets) or home location (e.g. lack of street If lighting/parking).

Finally, how should we contact the person needing support?

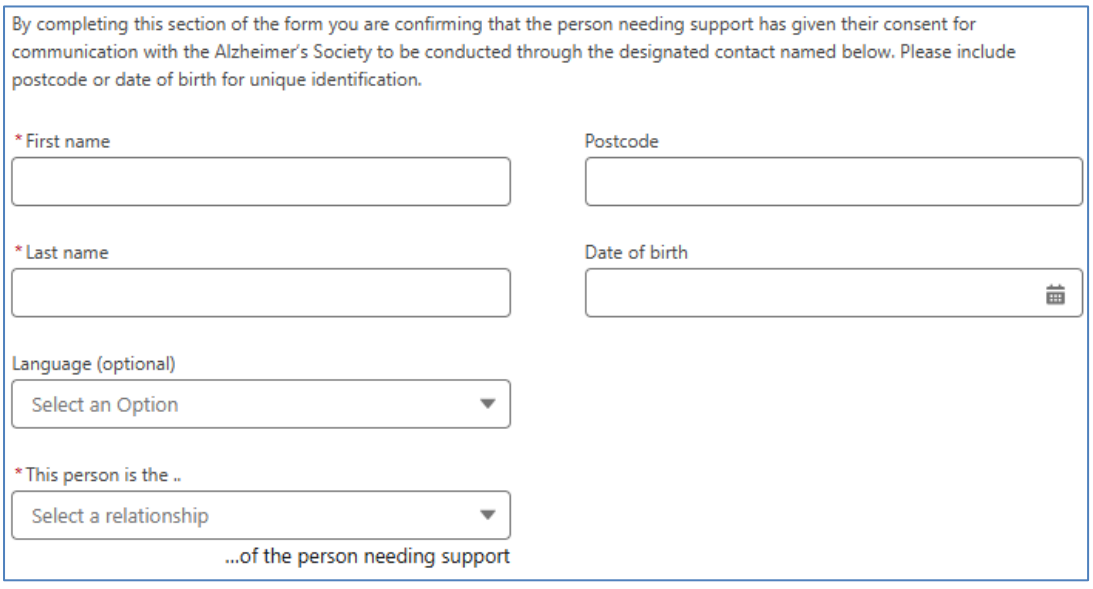


Select the appropriate option.

If we need to contact the person needing support directly, the next section will ask for their preferred method of contact and contact details.

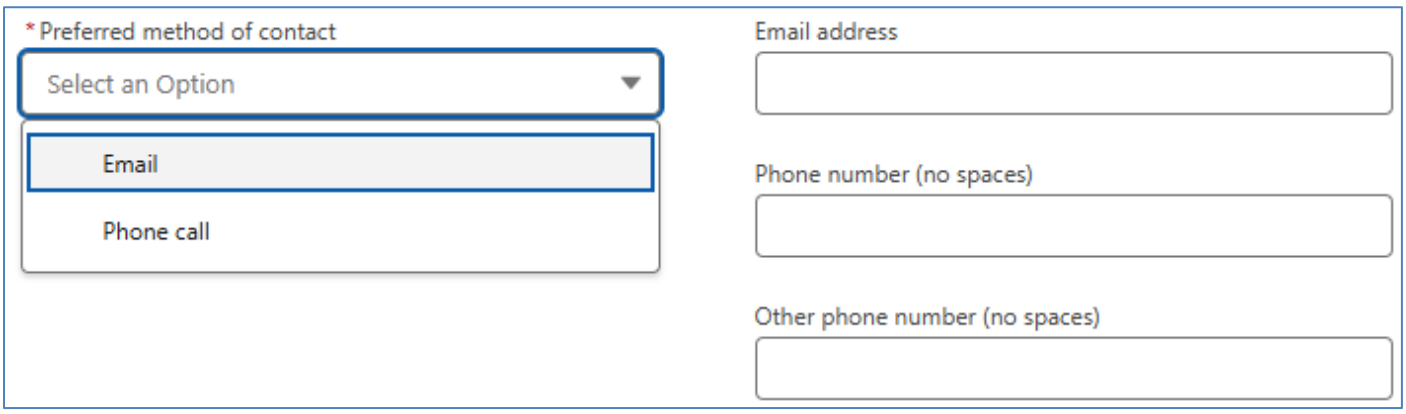


If the person needing support wishes us to contact a friend or family member to support them to access our services, you will then be asked for details about the person they wish us to contact initially and their contact details, this person is known as the Designated Contact. A Designated Contact MUST be contactable by phone or email.



NOTE: Wherever possible please provide either the Postcode or Date of birth of the Designated Contact.

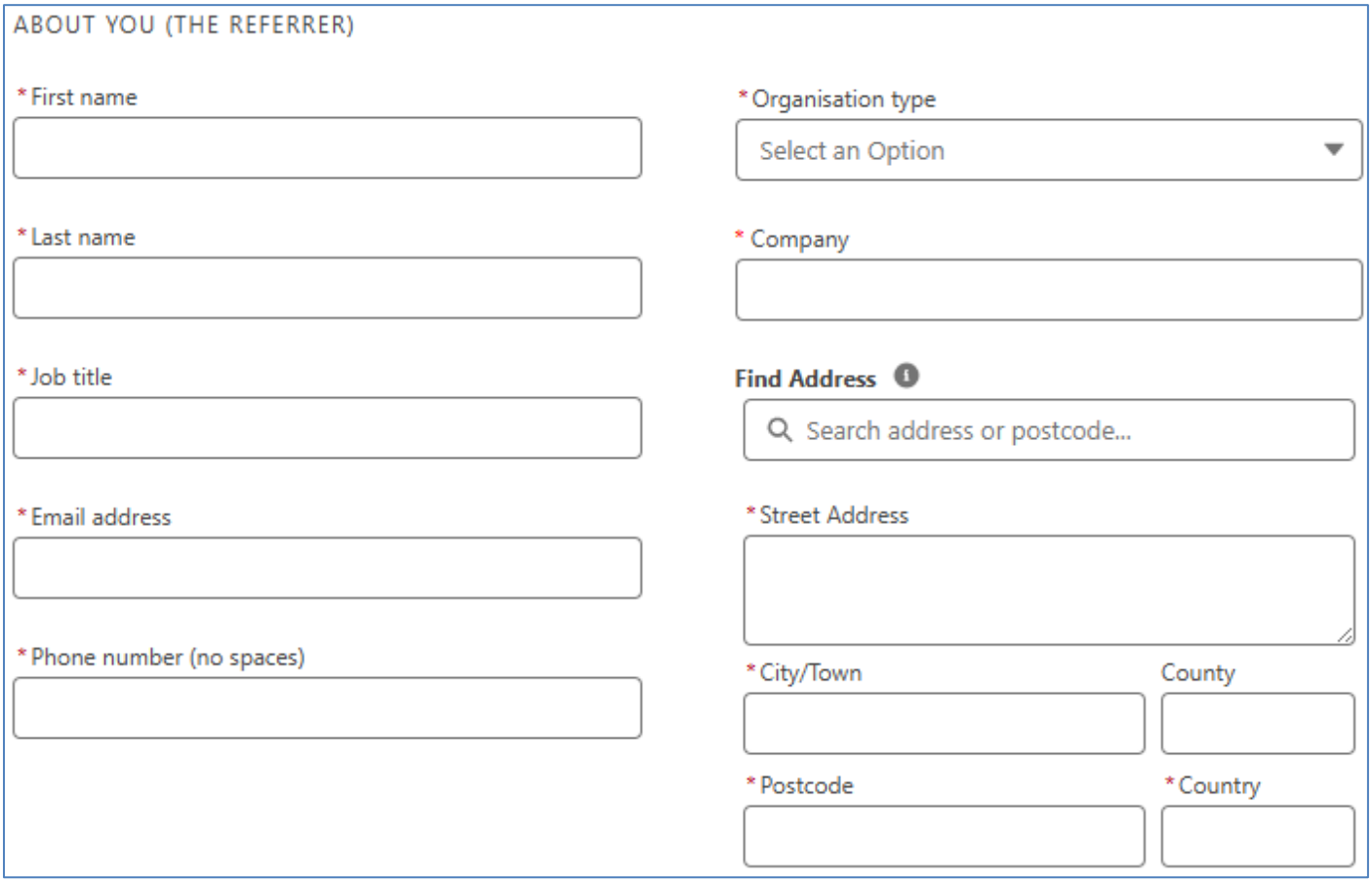
Provide the Designated Contacts contact details.



Step 3: Provide information about you (the referrer)

If you are registering to use your email address for the first time, we need to collect some information about you, the referrer.

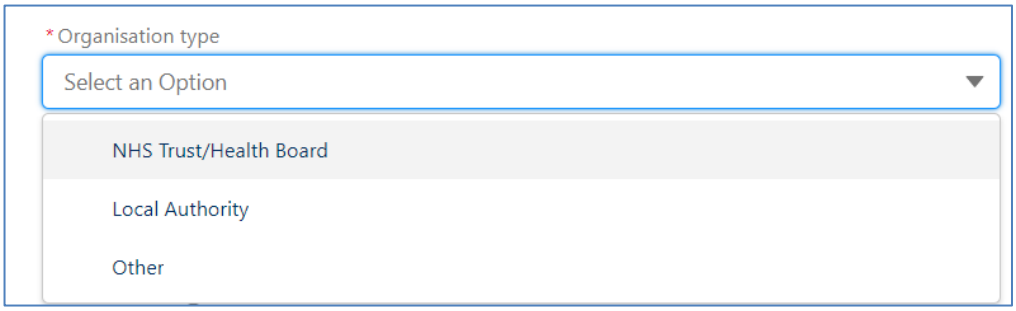
When completing these fields, it is essential that you do not use abbreviations used locally, the Alzheimer's Society team processing initial registrations may not be based in your geographic area and may not be aware of local abbreviations.



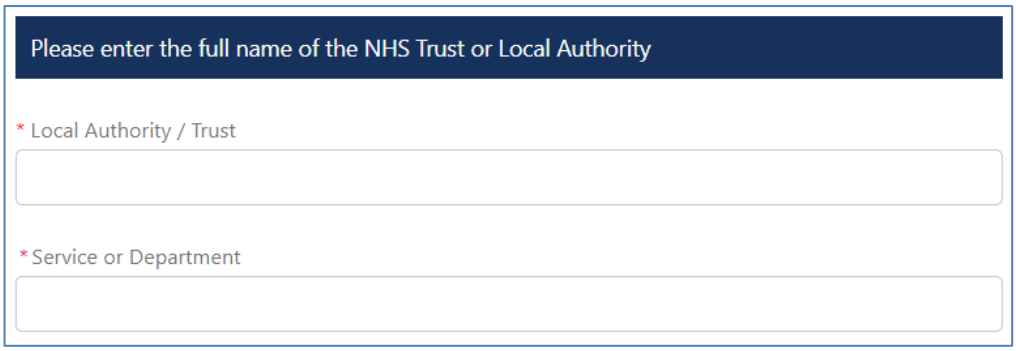
The email address to be registered needs to be personal to you, not a team or group email address and it also needs to match the email address entered in the first field of the form.

You should select the organisation type you are employed by.

If you work for a GP practice, Primary Care Networks etc providing NHS services, select 'Other'.



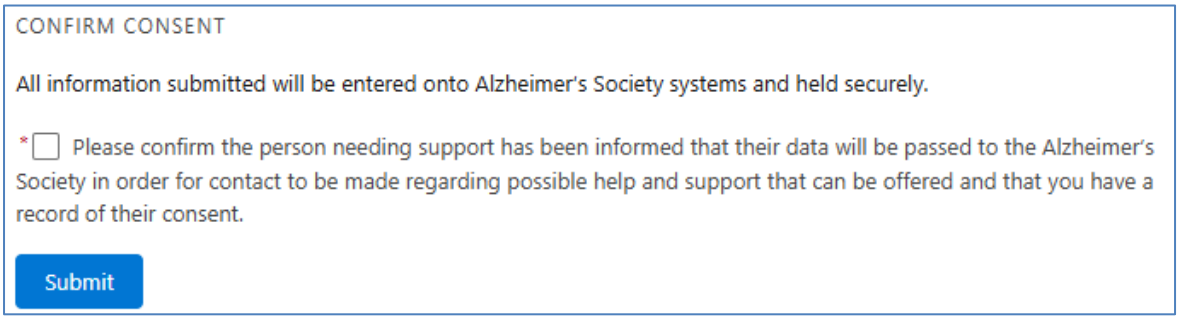
If you select either of the first two options above, you will be asked for the full name of the Trust/Health Board/Local Authority and the name of your service or department.



Step 4: Submitting the referral.

IMPORTANT: Before submitting your referral, it is highly recommended that you check through the completed form. We have had examples where the name, address and contact fields for the person needing support or their designated contact have been overwritten by those of the referrer due to autofill being enabled within Microsoft Edge or Google Chrome.

The last step is to confirm that the person needing support is aware of the referral being made and has agreed to us contacting them or their designated contact to discuss how we can help.

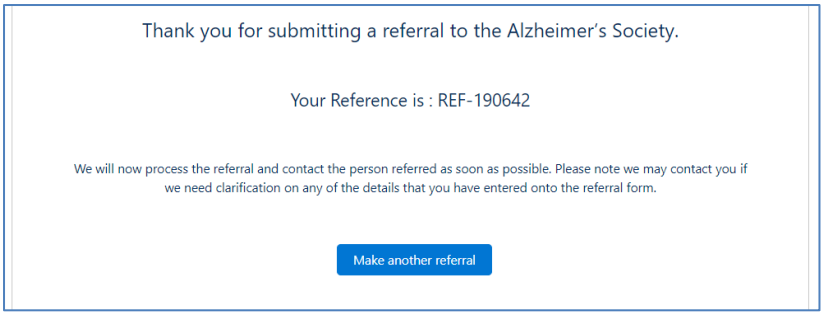


Tick the box and click on 'Submit'.

Occasionally you may see an error message appear under the "Submit" button, this usually means a required field on the form has not been completed, please re-check the form.

Once you have submitted the form, you should immediately see an onscreen submission confirmation, as below.

NOTE: If the screen appears to be blank, you may need to scroll up the page to find it.



This confirms your referral has been received and provides you with a referral reference number, you should note this for your own records.

You can immediately proceed to make another referral.

Your questions answered.

The form is not displaying on the webpage.

To use the Online Referral Portal, you need to be using an up-to-date browser such as Microsoft Edge, Chrome, or Safari. Another reason may be that the form is being blocked by your organisation's Firewall, in this case, please speak to your IT lead/department, who are able to resolve this.

Some fields on the form are auto-populating with my personal information.

This occurs when you have autofill enabled in your browser settings. How to disable autofill is dependent on the browser you are using, instructions to disable can be found on the internet for most browsers. Search "Disable autofill" followed by the name of your browser.

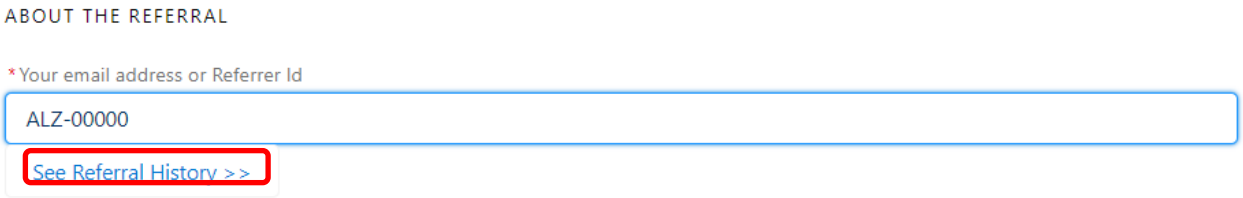
How do I know my referral has been correctly submitted?

When you click on submit at the bottom of the referral screen, you will either see an error message below the Submit button or see the submission confirmation as above.

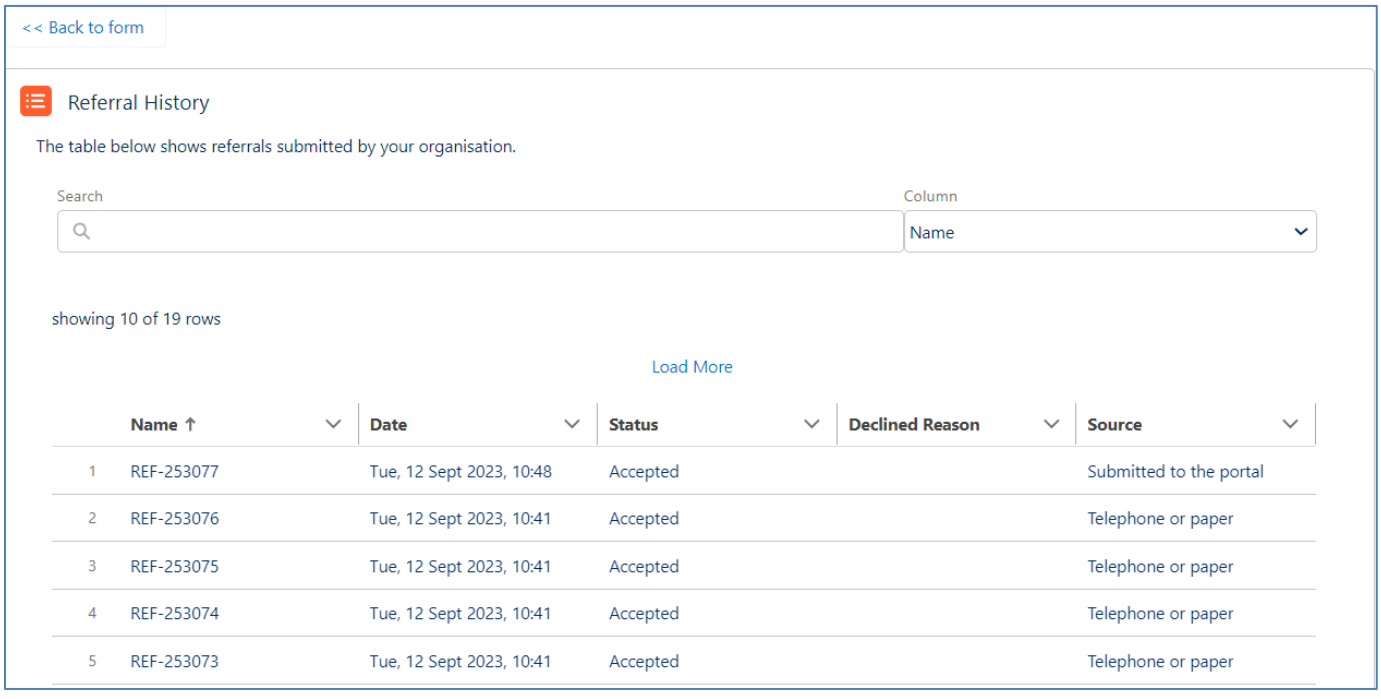
How do I know my referral has been processed?

The online referrer portal now includes a facility to view all referrals submitted by a referrer. This will enable you to check that referrals you have submitted have been successfully received and processed by the Society.

After entering a valid referrer id or registered email address, the referrer will see a button "See Referral History."



The referral form does not use authentication, so it is not possible to display any information that might identify the person referred. The only data shown on the history page is the referral reference number, the date, the status of the referral, if declined, the reason and the source.



	Name	Date	Status	Declined Reason	Source
1	REF-253077	Tue, 12 Sept 2023, 10:48	Accepted		Submitted to the portal
2	REF-253076	Tue, 12 Sept 2023, 10:41	Accepted		Telephone or paper
3	REF-253075	Tue, 12 Sept 2023, 10:41	Accepted		Telephone or paper
4	REF-253074	Tue, 12 Sept 2023, 10:41	Accepted		Telephone or paper
5	REF-253073	Tue, 12 Sept 2023, 10:41	Accepted		Telephone or paper

The list shows referrals submitted by the whole referrer organisation if you enter a Referrer Code. If the Referrer is using a work email as their referrer ID, the list will indicate referrals submitted using that email address ("submitted to the portal by you"). Referrals that were not submitted using the portal and manually recorded by our internal staff show as “Telephone or paper.”

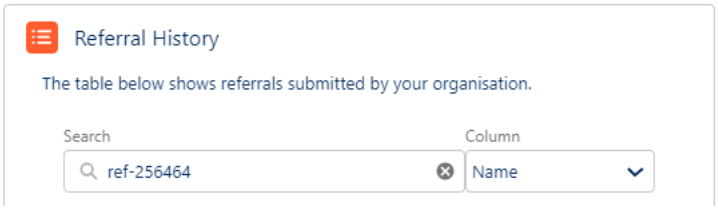
"Received" means the referral has been received and is waiting in the referral queue for processing.

"Accepted" means the referral has been processed and we are in the process of offering or delivering the service to the person referred.

“Declined” means the referral has been declined for the reason given.

- Not Dementia related – in this case you will have been contacted to explain the reason.
- Referral withdrawn – because you withdrew the referral before processing.
- Duplicate Entry Error – two or more referrals were submitted for the same person at the same time and were exact matches.

You are also now able to search for a referral by entering the reference number in the Search field.



Further Information

If you require any additional information or support about how to make a referral, or if you would like to ask any questions about this referral form, please contact us on 0330 1503456 or speak to your local Alzheimer’s Society service team.