

Pending Referrals



Course Overview

Use Pending Referrals to manage and track outside provider appointments for patients.

This guide explains how to access the referral screen, document completed appointments or handle cancelled and rescheduled visits within CorrecTek Spark.

Use This Guide When

- Completing an outside specialist or provider appointment
- Rescheduling an outside provider referral appointment
- Canceling an existing outside provider referral

What You'll Be Able to Do

- Access Pending Referrals
- Update the referral status
- Cancel a referral
- Reschedule a referral

Pending Referrals



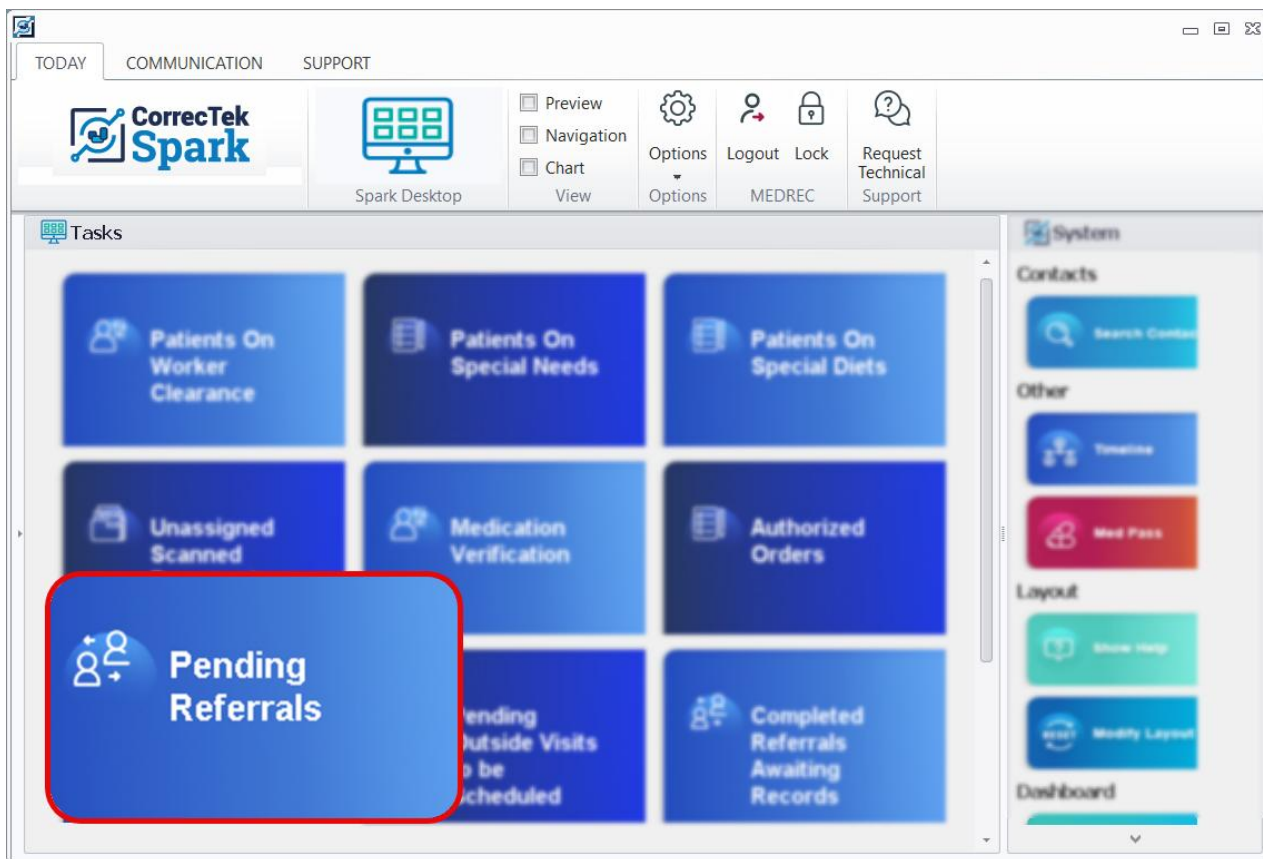
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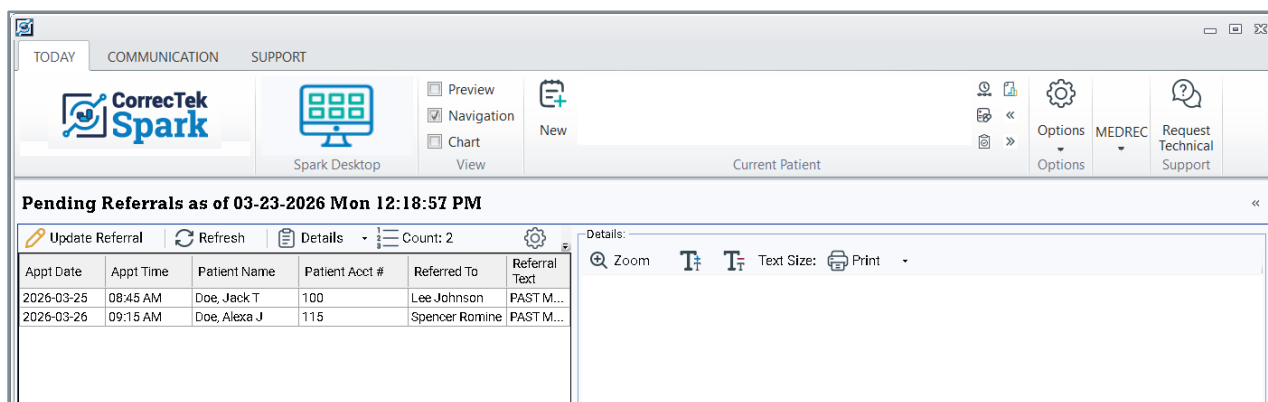
Pending Referrals

Spark Desktop

From the Spark Desktop, click **Pending Referrals**.



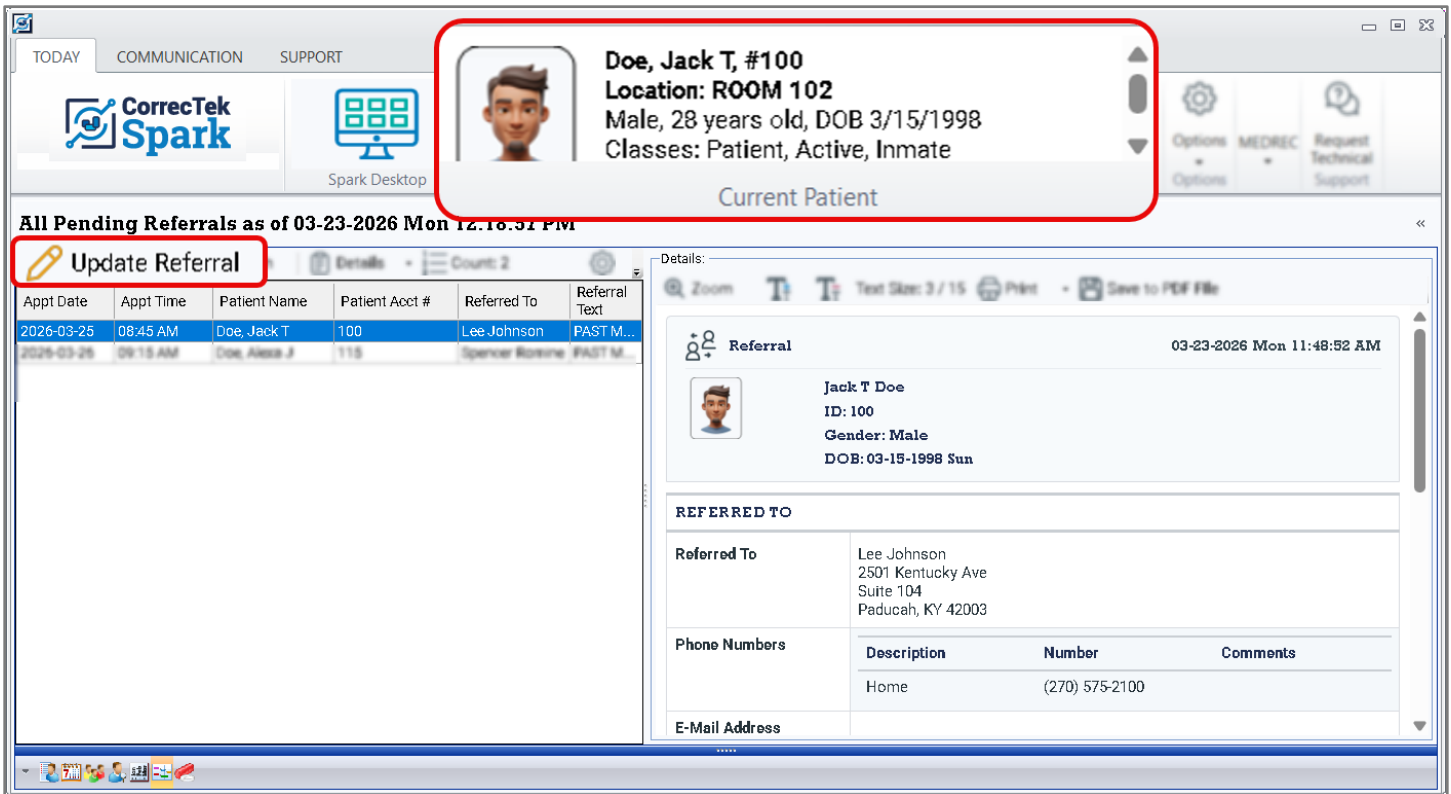
A dashboard displaying all patients with active, pending outside appointments will open.



Pending Referrals

Highlight the target patient from the grid list, then click **Update Referral**.

| Tip: Review the details for referral information.



The screenshot displays the CorrecTek Spark Desktop interface. At the top, there are tabs for TODAY, COMMUNICATION, and SUPPORT. Below these, the CorrecTek Spark logo and a Spark Desktop icon are visible. A red box highlights the patient information panel for Jack T. Doe, #100, located in ROOM 102. The patient is a 28-year-old male with a DOB of 3/15/1998, and his classes are Patient, Active, and Inmate. Below this, a table titled "All Pending Referrals as of 03-23-2026 Mon 12:16:52 PM" shows two rows of referral data. A red box highlights the "Update Referral" button. To the right, a "Details" panel shows the referral information for Jack T. Doe, including his ID (100), gender (Male), and DOB (03-15-1998 Sun). Below this, a "REFERRED TO" section lists the referred to (Lee Johnson) and their address (2501 Kentucky Ave, Suite 104, Paducah, KY 42003). A table of phone numbers shows a home number of (270) 575-2100. The E-Mail Address field is empty.

Appt Date	Appt Time	Patient Name	Patient Acct #	Referred To	Referral Text
2026-03-25	08:45 AM	Doe, Jack T	100	Lee Johnson	PAST M...
2026-03-25	09:15 AM	Doe, Anna J	115	Spencer Rostine	PAST M...

Referral			
03-23-2026 Mon 11:48:52 AM			
Jack T Doe ID: 100 Gender: Male DOB: 03-15-1998 Sun			
REFERRED TO			
Referred To	Lee Johnson 2501 Kentucky Ave Suite 104 Paducah, KY 42003		
Phone Numbers	Description	Number	Comments
	Home	(270) 575-2100	
E-Mail Address			

| Tip: Before updating a referral, highlight the patient's name to view their **MAR, Timeline, Registration** and **Reports** in the right-hand panel.

For more information on workflow buttons, see the [Workflow Buttons](#) reference.

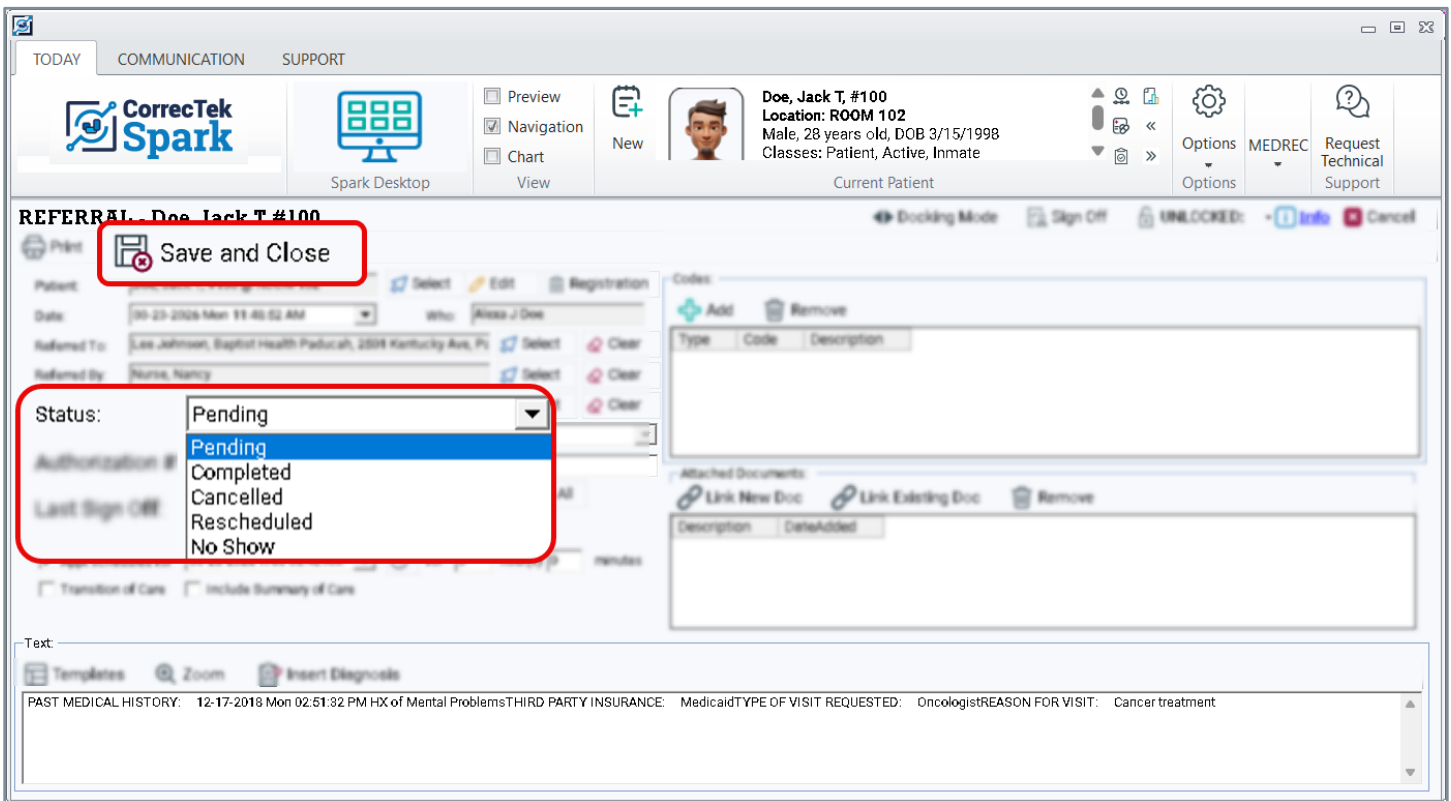
Pending Referrals

Referral

On the Referral screen, click the **Status** dropdown arrow and follow the instructions for your specific scenario:

- **Completed** – The appointment is completed.
- **Cancelled** – The appointment is cancelled. Select the reason.
- **Rescheduled** – The appointment has been rescheduled. Update the appointment date and time.
- **No Show** – Not applicable in a correctional setting.

Click **Save and Close** to complete your updates and return to the Pending Referrals list.

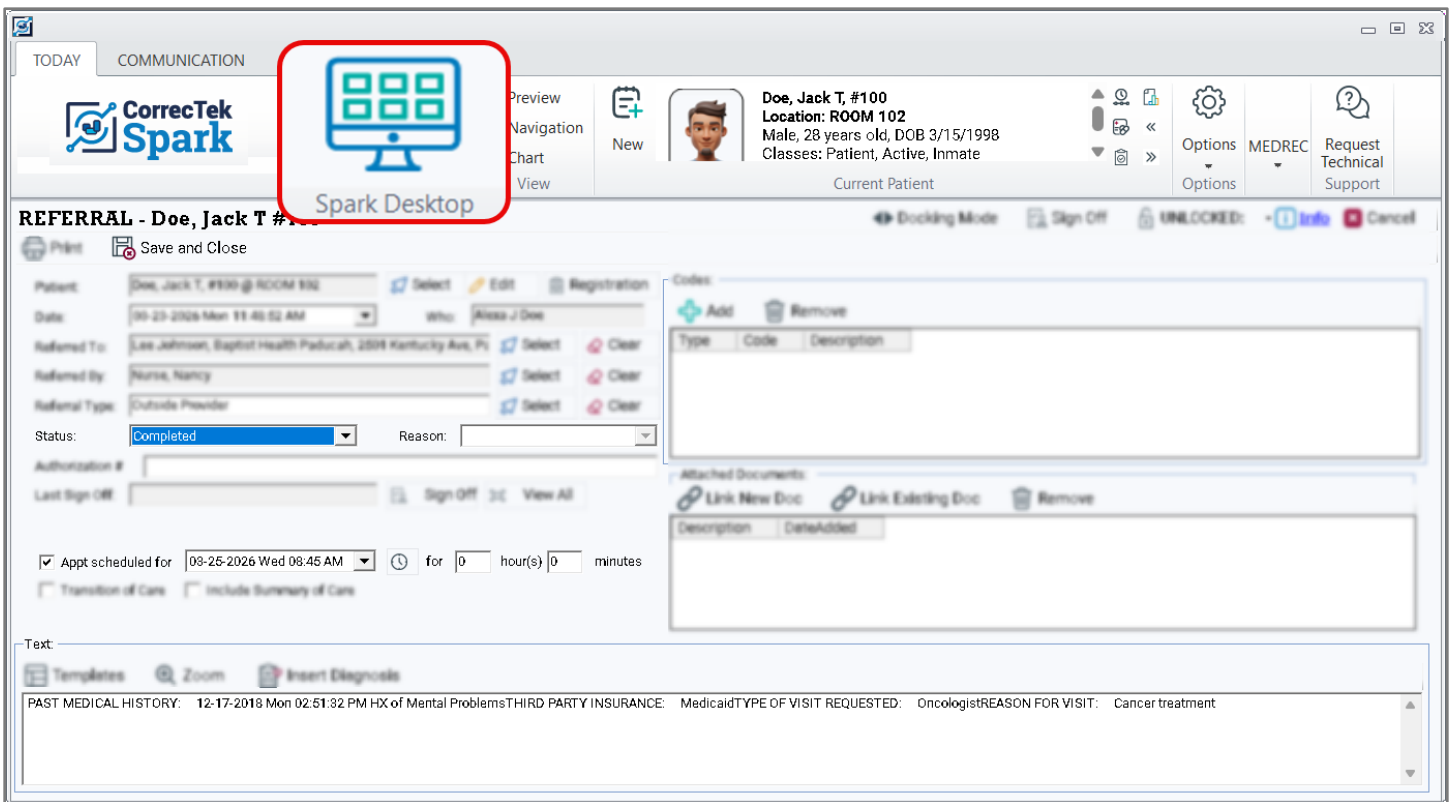


The screenshot shows the CorrecTek Spark interface for a referral. The patient information at the top includes: Doe, Jack T, #100, Location: ROOM 102, Male, 28 years old, DOB 3/15/1998, and Classes: Patient, Active, Inmate. The 'Status' dropdown menu is open, showing the following options: Pending (highlighted), Completed, Cancelled, Rescheduled, and No Show. The 'Save and Close' button is highlighted with a red box. The 'REFERRAL' section shows the patient's name and a 'Save and Close' button. The 'Codes' section has a table with columns: Type, Code, and Description. The 'Attached Documents' section has a table with columns: Description and Date Added. The 'Text' section at the bottom contains a text area with the following text: PAST MEDICAL HISTORY: 12-17-2018 Mon 02:51:32 PM HX of Mental ProblemsTHIRD PARTY INSURANCE: MedicaidTYPE OF VISIT REQUESTED: OncologistREASON FOR VISIT: Cancer treatment.

Pending Referrals

Return to Spark Desktop

Click **Spark Desktop** on the navigation bar to exit the module.



The screenshot shows the Spark Desktop interface. The navigation bar at the top includes the 'CorrecTek Spark' logo and a 'Spark Desktop' icon, which is highlighted with a red box. The main area displays a referral form for 'Doe, Jack T. #100'. The form includes fields for Patient, Date, Referred To, Referred By, Referral Type, Status, and Reason. The 'Status' is set to 'Completed'. The 'Reason' field is empty. The 'Appt scheduled for' field is set to '09-25-2026 Wed 09:45 AM' for 0 hours and 0 minutes. The 'Text' area at the bottom contains the following text: 'PAST MEDICAL HISTORY: 12-17-2018 Mon 02:51:32 PM HX of Mental ProblemsTHIRD PARTY INSURANCE: MedicaidTYPE OF VISIT REQUESTED: OncologistREASON FOR VISIT: Cancer treatment'.

Related Courses

- Pending Outside Visits to be Scheduled

Pending Referrals



Reference Page

Workflow Buttons

Refresh: Refreshes the list and removes completed items.

Find: Searches the list for a keyword.

Previous: Finds the previous matching keyword.

Next: Finds the next matching keyword.

T+: Increases the font size.

T-: Decreases the font size.

Grid Options: Adjusts column size and word wrap.

Details: Displays an item's details.

Print Report: Prints the list.

Run With New Dates: Run the report using a different date range.

Zoom: Opens the details in a new window.

Print: Opens print options.

Save to PDF File: Saves the details as a PDF.

[Return to Referral.](#)