

Key Points for Using the CTN School-based Rehabilitation Services (SBRS) Referral Portal

The information below provides additional details to support submitting a Speech Language Therapy or Occupational Therapy/Physiotherapy referral through the SBRS Referral Portal. See the document TREAT User Guide – SBRS Referral Portal for full procedure portal navigation details.

- **Session Expiry:** If you have been inactive for 45 minutes, your session will expire. The portal will not automatically save any progress you have made. If you need to step away, ensure you 'save' any work in progress.
- **Referral status:** On the 'referrals' page, the status of each referral can be found. If you cannot find the referral on the referral page, the referral has not been successfully submitted.
 - **Pre-submitted:** An incomplete referral that has been saved prior to submission.
 - **Submitted:** A referral that has been submitted but has not been reviewed by CTN.
 - **Processed:** A referral that has been reviewed by CTN and added to the Shared Client Record.
- **Save function:**
 - Treat allows referents to save referrals if they cannot be completed in one sitting. Saved referral forms must be completed and submitted by 11:59 p.m. on the same day. Any incomplete or unsubmitted referrals will be removed from the portal at midnight and will not be received or processed.
 - The 'save' function will not work until certain parts of the referral have been completed. If you select 'save' and the form remains open, scroll through the form to see the areas in red. Once these areas are completed, the form will let you 'save'. When successfully saved, you will be taken back to your 'referrals' page with the referral you were working on in the pre-submitted status.
 - SLP form only: If you have uploaded any document and then select 'save', you will need to re-upload the document when you re-enter the referral to complete and submit.
- **Submitting a referral:** If you press 'submit' and the system doesn't action your request, something is missing from your referral form.
 - Some mandatory items will have a pop-up message window to let you know you haven't filled in the section (e.g., Principal/Vice Principal approval).
 - Some mandatory items do not have a pop-up message window. Scroll through the referral to find the item(s) in red and complete them.
 - Ensure all fields are complete and document uploads are successful before selecting 'submit' again.
 - When successfully submitted, you will be taken back to your 'referrals' page with the referral you were working on in the submitted status.
- **SLP form only:** For the sections of the referral form that accept a document upload, each section will accept only one file. If you have more than one document to upload, merge them into a single file to be uploaded.