



Referral Letter Template and Referral Tracking Log

The five things a referral must contain, and the log that catches the patient who never arrived

Referral letter

To (service, clinician) · from (clinic, clinician, phone, email) · date	
Patient: name · DOB · ID no. · phone · interpreter needed? language	
1 · Reason for referral and the question I am asking	
2 · Relevant history, examination and results (attach)	
3 · Current medicines and allergies	
4 · Urgency: emergency (today) ☐ · urgent (2 weeks) ☐ · routine ☐ — and why	
5 · What the patient has been told and expects	
Please reply to: · by:	

Referral tracking log — reviewed weekly

Date	Patient	Referred to	Urgency	Sent (how)	Receipt confirmed	Appointment date	Patient attended	Reply received	Action if any step fails
					☐		☐	☐	
					☐		☐	☐	
					☐		☐	☐	
					☐		☐	☐	
					☐		☐	☐	
					☐		☐	☐	

The rule. A referral is not complete until the reply is in the record. Emergency referrals: phone first, letter after; confirm arrival the same day. Any referral with no reply after the urgency period is chased by reception and the patient is called.

ASF standards: Ambulatory Standard 6 — referral and continuity (means of verification: log, reply rate)