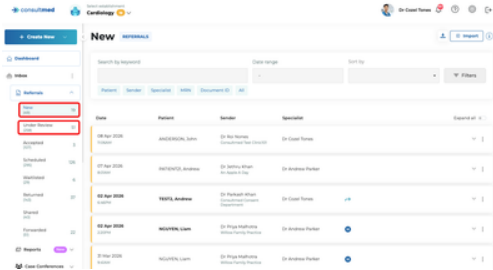


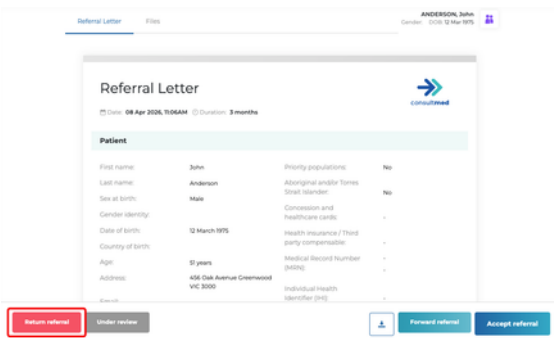
# How to Return a Referral or Request

**Step 1:** Visit [www.consultmed.co](http://www.consultmed.co) and log in to your account.

**Step 2:** Navigate to 'Inbox' > 'Referrals' > 'New' or 'Under Review'.

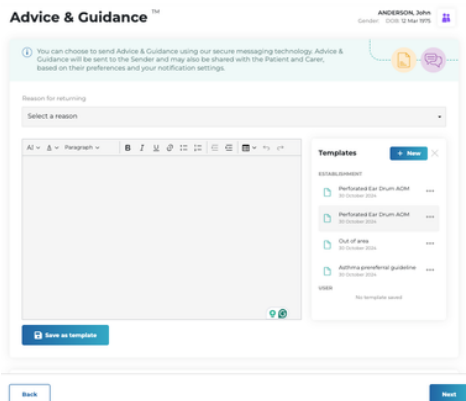


**Step 3:** Select the referral you'd like to return, then click 'Return Referral or Request'.

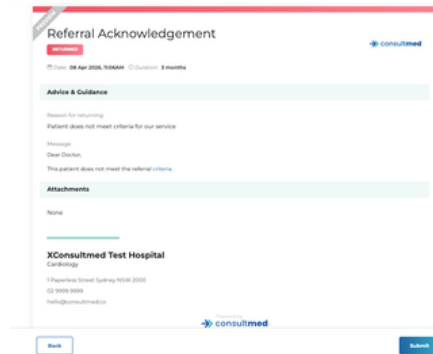


**Step 4:** Select a reason for returning the referral or request, then click 'Next'.

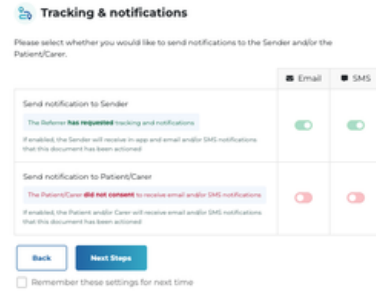
**Note:** You can include a secure Advice & Guidance message to the receiving provider, outlining the reason for returning the referral or request.



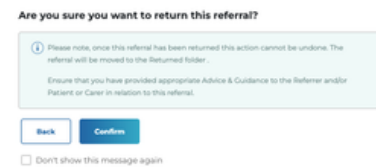
**Step 5:** Carefully review and confirm all referral details, then click 'Submit' to proceed.



**Step 6:** Select your notification preferences for the sender and patient/carer.



**Step 7:** Review the confirmation message, then click 'Confirm' to proceed with returning the referral or request.



**Step 8:** The referral has now been successfully returned to the sender and will automatically appear in the 'Returned' folder under your Inbox.

