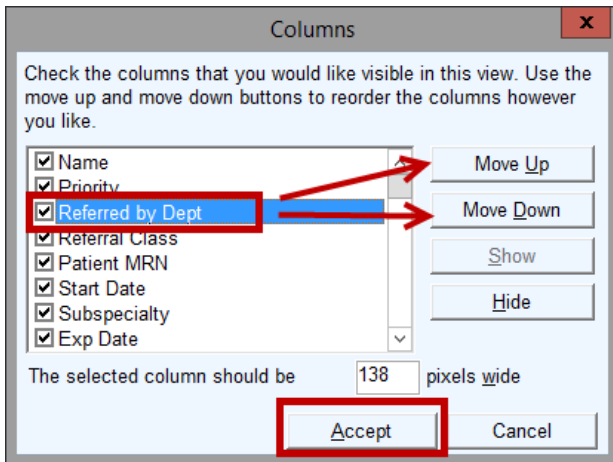# Prioritizing Referral Workqueues

This tip sheet is for referral workqueue users to help identify and prioritize referrals from the MGH Emergency Department. These referrals should be treated as urgent and responded to immediately – on the same day or by next business day at the latest. This tip sheet shows two ways to locate MGH ED referrals – sorting and filtering.

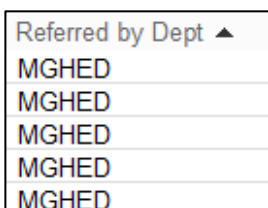## Prioritizing Referral Scheduling Workqueues - Sorting

1. If not already on your referral workqueue, add the **Referred by Dept** column to your workqueue by selecting **Column Actions>Columns**:
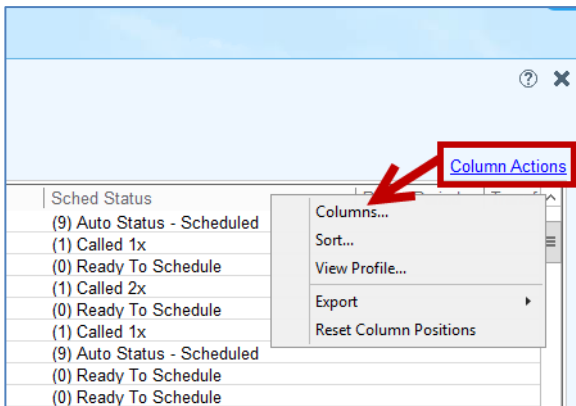
2. Ensure the checkbox next to **Referred by Dept** is selected. Use the Move Up or Move Down buttons to reposition the column on your workqueue, then click **Accept**.
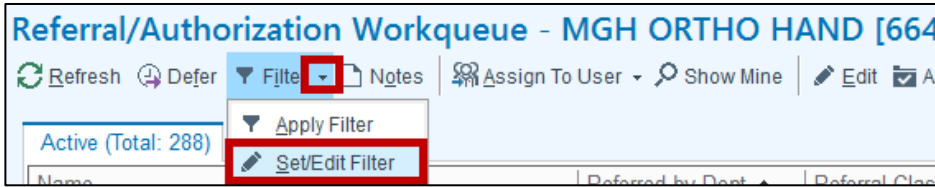

3. To sort your workqueue, click the **Referred by Dept column header**. Then type **MGHED** on your keyboard or scroll through the list to locate the referrals with **MGHED** in the **Referred by Dept** field.
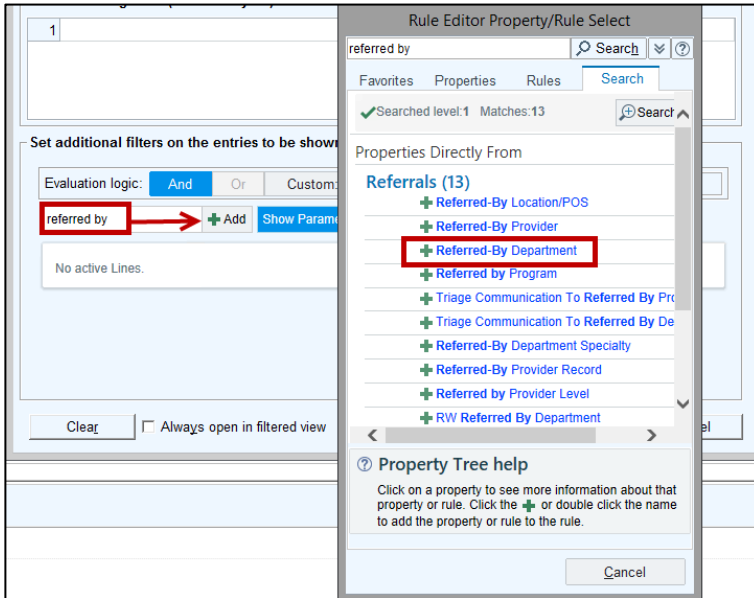
Prioritizing Referral Scheduling Workqueues - Filtering
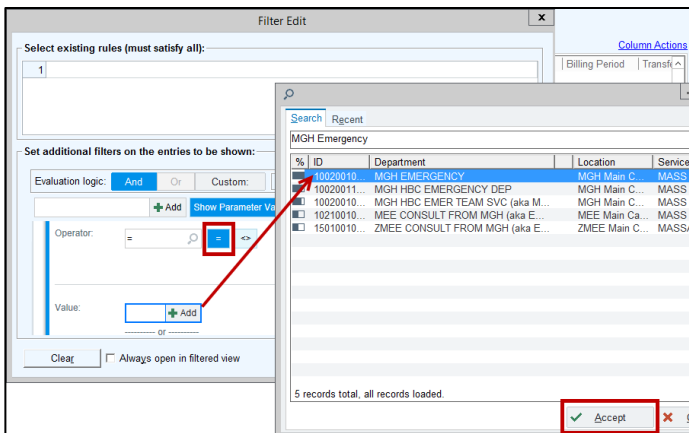
1. Select the **Filter down arrow** in the workqueue toolbar.

2. Select **Set/Edit Filter**.

3. Type **referred by** and click **Add**.

4. Double-click **Referred by Dept**.

5. In the Operator field, click the **equal sign (=) button.**

6. In the Value field, click the **Add button** and search **MGH Emergency.**

7. Click **Accept.**

8. Your selected department will display. Click **Accept** to complete the filter setup.

9. Your new filter will display. Click **Accept** to apply the filter.