



## Problems printing referral information using EMIS Web?

Referrers who use EMIS Web to print referral information may encounter an error message. This could occur when printing Clinical Information, Advice & Guidance Information and the Referral Assessment Service patient instruction letter.

To resolve this issue, follow either of options below:

### Option 1:

1. From within EMIS select the print button on either of the following screens
  - a. Appointment Request Summary
  - b. Advice Request Details
  - c. Triage Request Summary

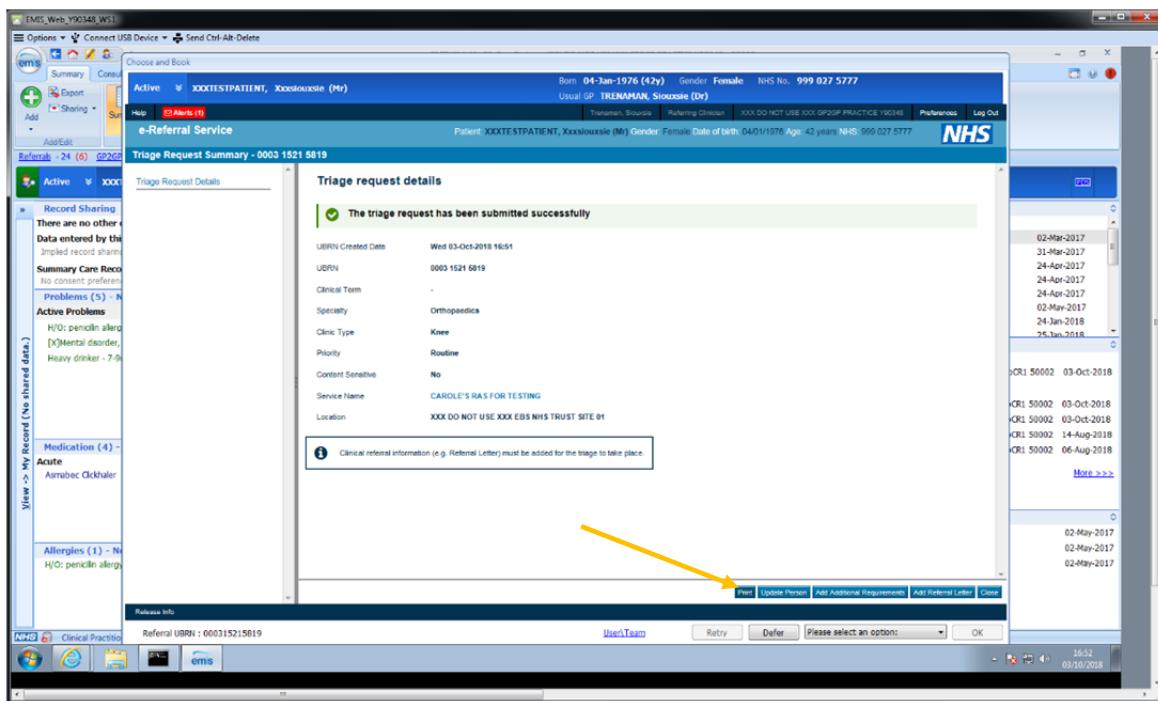


Fig 1.

2. A new browser window will open with a 'Session Timeout' error message

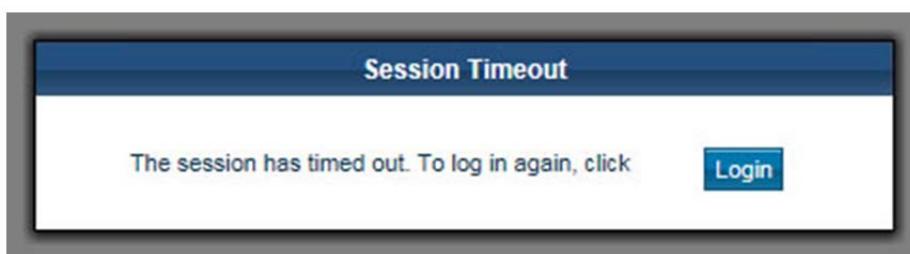


Fig 2.



3. Select the 'Login' button and complete your information to authenticate your new session

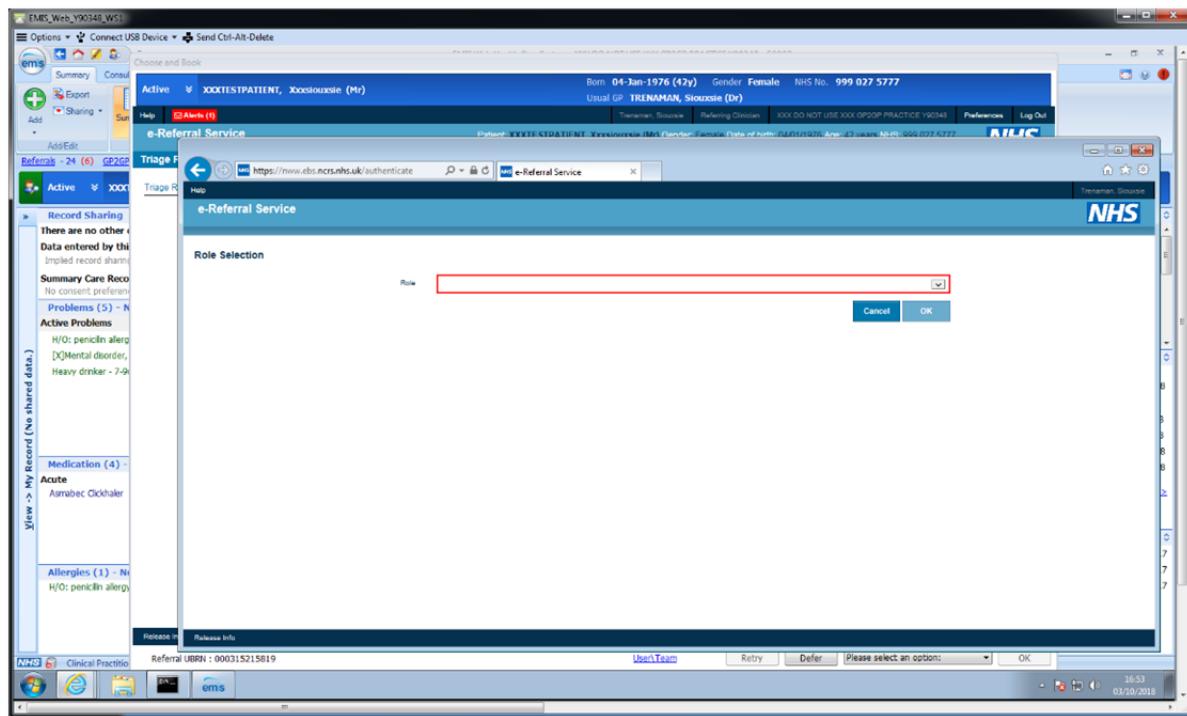


Fig 3.

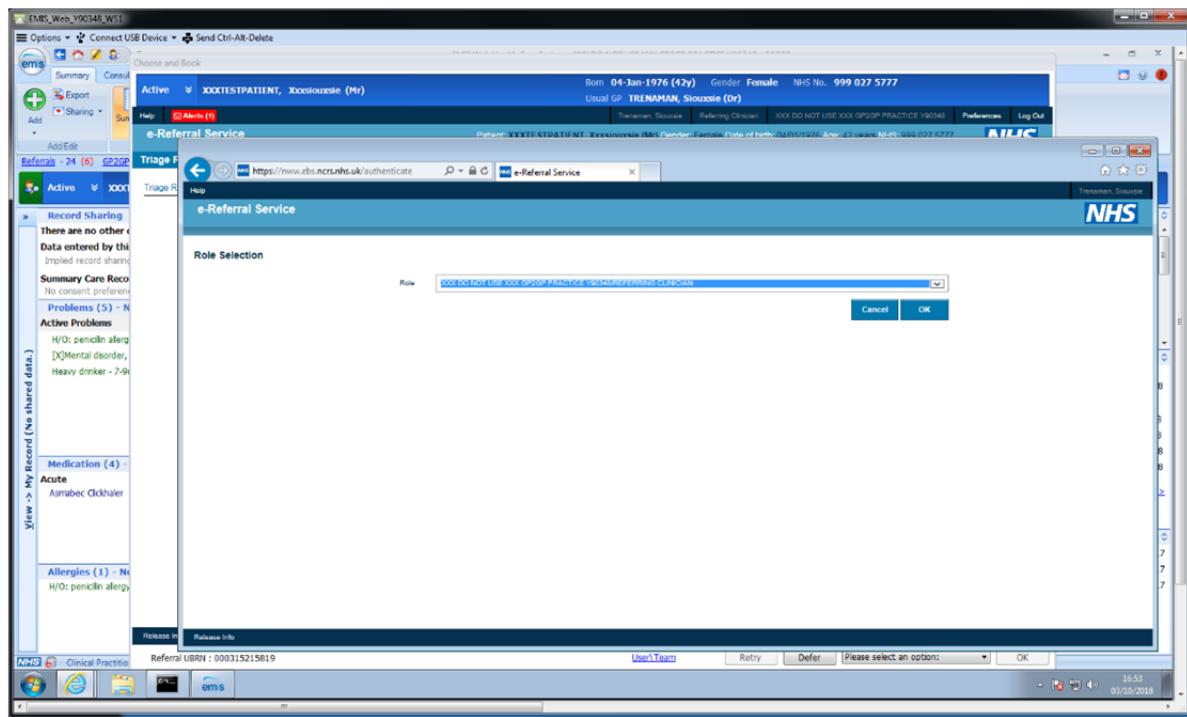


Fig 4.

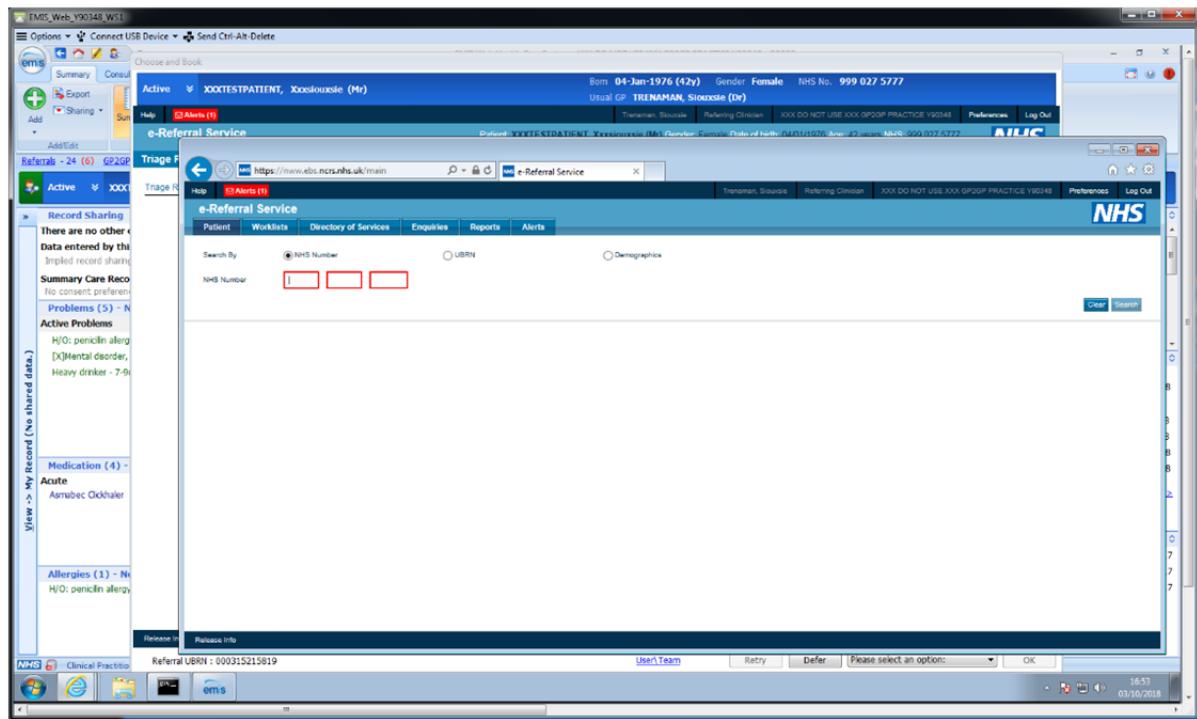


Fig 5.

4. Keeping the browser window open, return to your original window (from step 1)
5. Select the print button for the letter to be displayed on the screen. You can now use your usual process to print the information.

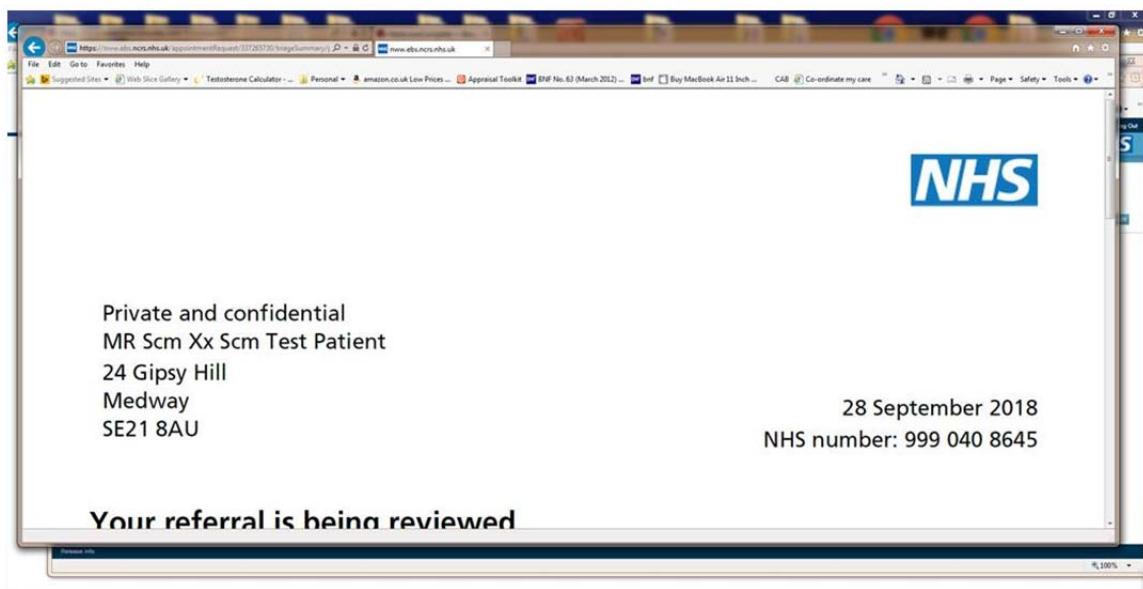


Fig 6.

## Option 2:

1. Open a web-based version of the [e-Referral Service](#) before selecting the print option from the screens listed in Option 1, step 1.