

ICBC REFERRAL RESPONSE

Review and respond to an ICBC OT referral invitation

Maya Chen reviews Noah Patel's community assessment referral, considers travel and response choices, shares her availability, and confirms acceptance.

1 • REVIEW

Open the invitation and check its deadline and travel estimate.

2 • ASSESS

Review the service location, route context, and program details.

3 • RESPOND

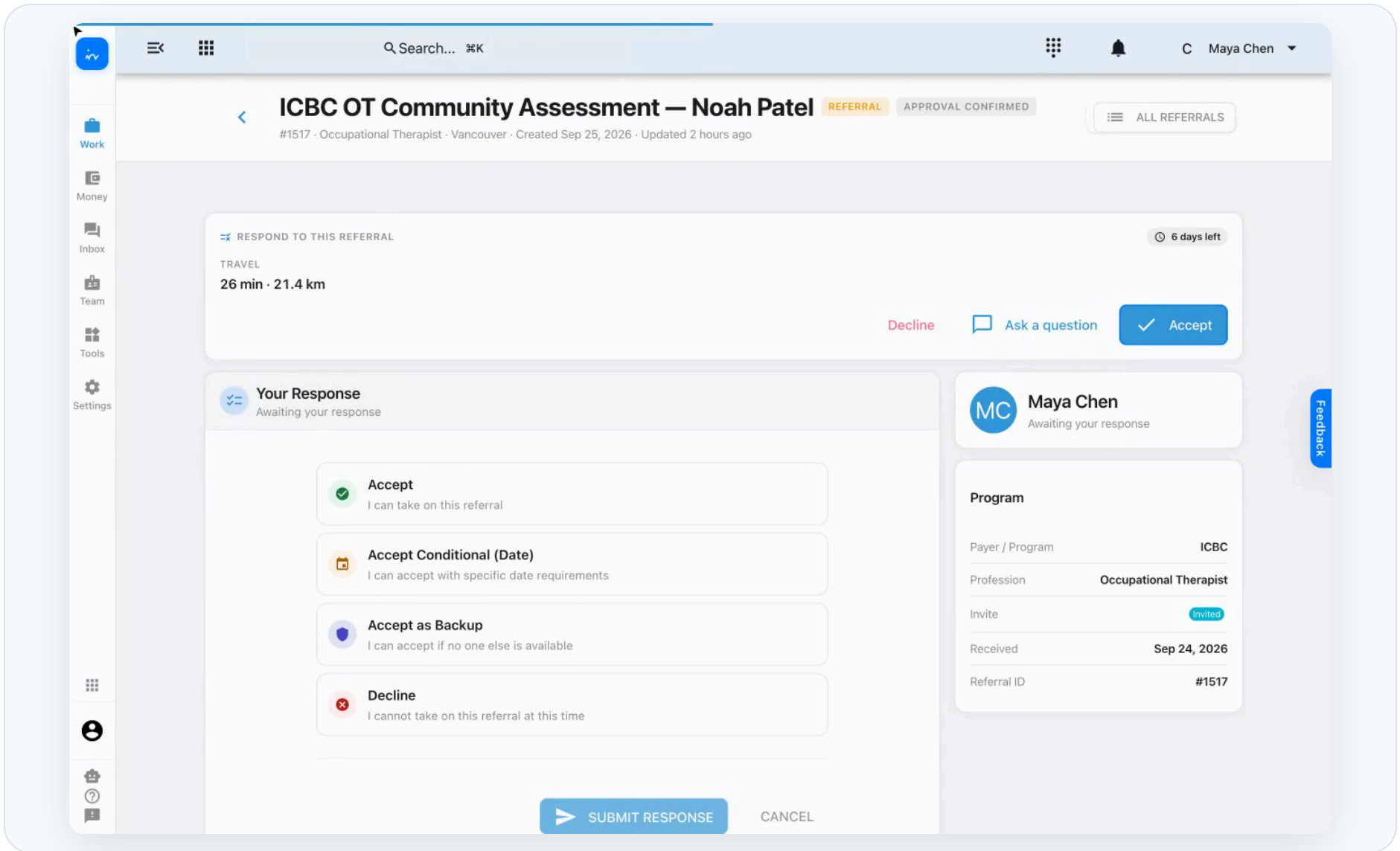
Choose accept, conditional, backup, or decline.

4 • CONFIRM

Enter availability and submit the selected response.

1 Open the invitation

The referral identifies Noah Patel's ICBC OT community assessment, shows the estimated travel of **26 minutes and 21.4 km**, and keeps the response deadline visible.



Review the location and travel context

The referral description shows the client visit on the map alongside recent travel context. The program card identifies ICBC and the required profession as Occupational Therapist.

ICBC OT Community Assessment — Noah Patel REFERRAL APPROVAL CONFIRMED

#1517 · Occupational Therapist · Vancouver · Created Sep 25, 2026 · Updated 2 hours ago

ALL REFERRALS

Assessment details, notes, and travel

Synthetic ICBC community occupational therapy assessment. Client visit is at the marked Vancouver location.

Map showing Vancouver location and travel context.

Travel Statistics:

- 20m AVERAGE TRAVEL
- 4 STOPS TODAY
- 26m LONGEST LEG

Travel Itinerary:

- Home 26 mins
- 1 Ava Morgan 14 mins
- 2 Leo Brooks 17 mins
- 3 Iris Park 23 mins

Weekly capacity — 37h/week
How many hours a week you're available for referrals

Your Hour Goals

Program Details:

- Payer / Program: ICBC
- Profession: Occupational Therapist
- Invite: [Invited](#)
- Received: Sep 24, 2026
- Referral ID: #1517

Feedback

3

Compare the available responses

Maya can accept, accept with date conditions, offer to serve as backup, or decline. The selected choice determines what additional information is requested.

The screenshot displays the 'Your Response' screen in the InToday web app. At the top, a header bar includes a search bar, a user profile for Maya Chen, and navigation icons. Below the header, a card shows the referral details: #1517, Occupational Therapist, Vancouver, Created Sep 25, 2026, Updated 2 hours ago. A map snippet shows a 26 min, 21.4 km route. Action buttons for 'Decline', 'Ask a question', and 'Accept' are visible. The main section, 'Your Response', is titled 'Awaiting your response' and contains four options: 'Accept' (I can take on this referral), 'Accept Conditional (Date)' (I can accept with specific date requirements), 'Accept as Backup' (I can accept if no one else is available), and 'Decline' (I cannot take on this referral at this time). A 'SUBMIT RESPONSE' button and a 'CANCEL' link are at the bottom. To the right, a 'Program' card shows details for Maya Chen: Payer / Program (ICBC), Profession (Occupational Therapist), Invite status (Invited), Received date (Sep 24, 2026), and Referral ID (#1517). A 'Referral Description' card at the bottom shows 'Assessment details, notes, and travel' with a dropdown arrow. A 'Feedback' button is on the far right.

#1517 · Occupational Therapist · Vancouver · Created Sep 25, 2026 · Updated 2 hours ago

26 min · 21.4 km

Decline Ask a question Accept

Your Response
Awaiting your response

Accept
I can take on this referral

Accept Conditional (Date)
I can accept with specific date requirements

Accept as Backup
I can accept if no one else is available

Decline
I cannot take on this referral at this time

SUBMIT RESPONSE CANCEL

Program

Payer / Program	ICBC
Profession	Occupational Therapist
Invite	Invited
Received	Sep 24, 2026
Referral ID	#1517

Referral Description
Assessment details, notes, and travel

Synthetic ICBC community occupational therapy assessment. Client Cypress

Feedback

4

Use a conditional response when dates matter

Accept Conditional (Date) opens date requirements so Maya can state when she can contact the client and when she can complete the first session.

The screenshot displays the InToday web app interface for a referral response. The top navigation bar includes a search bar, a user profile for Maya Chen, and a notification bell. The main header shows the referral title "ICBC OT Community Assessment — Noah Patel" with a "REFERRAL" tag and "APPROVAL CONFIRMED" status. Below this, a sidebar on the left contains icons for Work, Money, Inbox, Team, Tools, and Settings. The main content area is divided into two sections. The top section, titled "RESPOND TO THIS REFERRAL", shows travel information: "TRAVEL 26 min · 21.4 km" and a "6 days left" timer. It includes buttons for "Decline", "Ask a question", and "Accept". The bottom section, titled "Your Response", shows a list of response options: "Accept" (I can take on this referral), "Accept Conditional (Date)" (I can accept with specific date requirements), "Accept as Backup" (I can accept if no one else is available), and "Decline" (I cannot take on this referral at this time). The "Accept Conditional (Date)" option is highlighted with an orange border and a checkmark. Below this list, a date picker is shown for "When can you contact the client?" with the date "2026-10-02". On the right side, a profile card for Maya Chen shows her name, "Awaiting your response" status, and a "Feedback" button. Below the profile card, a "Program" section displays details: "Payer / Program" (ICBC), "Profession" (Occupational Therapist), "Invite" (Invited), "Received" (Sep 24, 2026), and "Referral ID" (#1517).

ICBC OT Community Assessment — Noah Patel REFERRAL APPROVAL CONFIRMED

#1517 · Occupational Therapist · Vancouver · Created Sep 25, 2026 · Updated 2 hours ago

ALL REFERRALS

RESPOND TO THIS REFERRAL 6 days left

TRAVEL
26 min · 21.4 km

Decline Ask a question Accept

Your Response
Awaiting your response

Accept
I can take on this referral

Accept Conditional (Date)
I can accept with specific date requirements

Accept as Backup
I can accept if no one else is available

Decline
I cannot take on this referral at this time

When can you contact the client?
2026-10-02

MC Maya Chen
Awaiting your response

Program

Payer / Program ICBC

Profession Occupational Therapist

Invite Invited

Received Sep 24, 2026

Referral ID #1517

Feedback

5

Provide context when declining

Selecting **Decline** reveals a reason field. This lets Maya explain why she cannot take the referral before submitting that response.

ICBC OT Community Assessment — Noah Patel REFERRAL APPROVAL CONFIRMED

#1517 · Occupational Therapist · Vancouver · Created Sep 25, 2026 · Updated 2 hours ago

ALL REFERRALS

RESPOND TO THIS REFERRAL 6 days left

TRAVEL
26 min · 21.4 km

Decline Ask a question Accept

Your Response
Awaiting your response

Accept
I can take on this referral

Accept Conditional (Date)
I can accept with specific date requirements

Accept as Backup
I can accept if no one else is available

Decline
I cannot take on this referral at this time

Reason
Please provide details...

MC Maya Chen
Awaiting your response

Program

Payer / Program ICBC

Profession Occupational Therapist

Invite Invited

Received Sep 24, 2026

Referral ID #1517

Feedback

Enter availability for acceptance

For the accepted referral, Maya provides a client-contact date and an initial-assessment date, then submits the response.

Work

Money

Inbox

Team

Tools

Settings

ICBC OT Community Assessment — Noah Patel

REFERRAL

APPROVAL CONFIRMED

ALL REFERRALS

I cannot take on this referral at this time

When can you contact the client?
2026-10-02

When can you do the initial assessment/first session?
2026-10-09

UPDATE RESPONSE

CANCEL

Program

Payer / ProgramICBC

ProfessionOccupational Therapist

InviteInvited

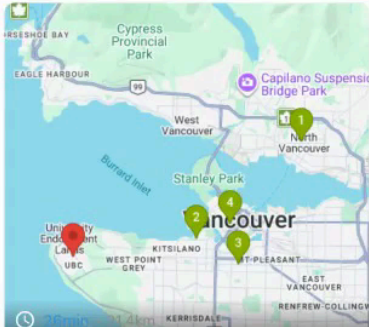
ReceivedSep 24, 2026

Referral ID#1517

Referral Description

Assessment details, notes, and travel

Synthetic ICBC community occupational therapy assessment. Client visit is at the marked Vancouver location.



Feedback

7

Confirm the referral is accepted

The response card and Maya's status both show **Accept**. The saved availability dates remain visible if the response needs to be reviewed or updated.

The screenshot displays the InToday web app interface. A sidebar on the left contains navigation icons for Work, Money, Inbox, Team, Tools, and Settings. The main content area features a modal titled 'Update Response' with the subtitle 'You accepted this referral'. Inside the modal, there are four response options: 'Accept' (highlighted in green), 'Accept Conditional (Date)', 'Accept as Backup', and 'Decline'. Below these options are two date pickers: 'When can you contact the client?' with the date '2026-10-02' and 'When can you do the initial assessment/first session?' with the date '2026-10-09'. At the bottom of the modal are buttons for 'UPDATE RESPONSE' and 'CANCEL'. To the right of the modal, a user profile card for 'Maya Chen' shows her status as 'Accept'. Below this is a 'Program' card with details: Payer / Program (ICBC), Profession (Occupational Therapist), Invite (Invited), Received (Sep 24, 2026), and Referral ID (#1517). A 'Feedback' button is visible on the far right.

#1517 · Occupational Therapist · Vancouver · Created Sep 25, 2026 · Updated 2 hours ago

Update Response

You accepted this referral

Accept
I can take on this referral

Accept Conditional (Date)
I can accept with specific date requirements

Accept as Backup
I can accept if no one else is available

Decline
I cannot take on this referral at this time

When can you contact the client?

2026-10-02

When can you do the initial assessment/first session?

2026-10-09

UPDATE RESPONSE CANCEL

Maya Chen
You accepted this referral

Program

Payer / Program	ICBC
Profession	Occupational Therapist
Invite	Invited
Received	Sep 24, 2026
Referral ID	#1517

Feedback

A clear response backed by travel and availability



The referral is reviewed before responding.

Service details, program, travel, and deadline stay together.



Response choices fit different circumstances.

Accept, conditional, backup, and decline are all visible.



Availability is recorded.

Contact and initial-assessment dates accompany the acceptance.



The final status is clear.

Maya's accepted response remains visible on the referral.

Explore InToday

Bring referrals, travel context, team responses, client care, and scheduling together in one platform.

Assignment flexibility: Clinics can let therapists choose from referral opportunities, have coordinators select and assign, or enable rule-based auto-assignment using configured availability and capacity. The clinic chooses the strategy, and it can be tailored.

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