The following is a quick guide on how to use DBS (directly bookable service) on the e-Referral Service:

- This means a patient could walk out of your surgery with an appointment date and time.
- If you give the paper work to the patient or carer, they can also make a direct booking themselves either online using the C&B web site or on the C&B telephone line (in Section 2).
- The referral will sit in the departments inbox for C&B whatever else happens so cannot be lost!!.
Launch C&B (e-Referral service) from your clinical system as usual and you will arrive at usual screen.
Select Clinic Type and then press Search All.
A ‘Yes’ in the directly bookable column means it can be directly bookable. A ‘No’ means it cannot be directly booked so use old indirect method.

Select the clinic you want by ticking the Select column and press Appointment Search.
Select the appointment you want, tick the button and press Book – the usual paperwork can then be printed with the appointment date and time.

If there are no appointments click Defer to Provider and this is then added to the providers ASI list to act on.