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| **Event** | **Explanation** |
| Activity session cancelled | Triggered by a session being cancelled |
| Booking request accepted | Trigged by a booking request being accepted (when booking a session) |
| Booking request rejected | Trigged by a booking request being rejected (when booking a session) |
| Change of referral ownership | Triggered by the owner of the referral being changed. |
| Client has attended a number of sessions of the same activity | Triggered once a number of session attendances of the same activity have been recorded |
| Client has attended a number of sessions of the same activity classification | Triggered once a number of session attendances of the same activity type (activity or follow up for example) have been recorded |
| Client record edited by another Scheme Provider | Triggered when the referral recorded is edited by another scheme on Refer-all |
| Client set to contactable for this referral | Triggered when the “Do not contact” time period has passed |
| Client set to non-contactable for this referral | Notified that the “Due not contact” status has commenced |
| **Invalid incoming text message received** | Content within the incoming text message is not processed by the text message provider |
| New referral | Triggered once a referral is added onto the system |
| No further onward referrals are active for this referral | All subsequent onward referrals have been set to a terminal state (not participating, completed or left early). |
| Number of days after referral | Triggered by x number of days after the referral was added to Refer-all |
| Number of days after authorisation rejected | Triggered by x number of days after the authorisation was rejected referral |
| Number of days after referral authorised | Triggered by x number of days after the referral was authorised |
| Number of days after referral set to Completed | Triggered by x number of days after the referral was set to completed |
| Number of days after referral set to Intends to Participate | Triggered by x number of days after the referral was set to intends to participate |
| Number of days after referral set to Left Early | Triggered by x number of days after the referral was set to left early |
| Number of days after referral set to Not Participating | Triggered by x number of days after the referral was set to not participating |
| Number of days after referral set to Participating | Triggered by x number of days after the referral was set to participating |
| Number of days after set to Completed and Questionnaire has not been completed | Triggered by x number of days after the referral was set to completed but with no questionnaire completed |
| Number of days after referral set to Participating and Questionnaire has not been completed | Triggered by x number of days after the referral was set to participating but with no questionnaire completed |
| Number of days with no Activity Diary entry when referral is in Participating status | Triggered by x number of days of no activity attendance data in the activity diary |
| Number of days with no booking for given activity type when referral is in Participating status | Triggered by x number of days of no booking when in participating status |
| Onward referral status set to Completed | Triggered by onward referral set to completed |
| Onward referral status set to Left Early | Triggered by onward referral set to left early |
| Onward referral status set to Not Participating | Triggered by onward referral set to not participating |
| Onward referral status set to Referred | Triggered by onward referral set to referred |
| Original referral request data has been updated | Information in the self referral section has been updated |
| Patient failed to attend an activity session | Questionnaire completed |
| Questionnaire completed | Triggered by the completion of a questionnaire |
| Questionnaire edited by a Health Professional | Triggered by a questionnaire being changed by the referring health professional |
| Questionnaire edited by a Scheme Administrator | Triggered by a questionnaire being changed by a scheme administrator |
| Questionnaire not completed | Triggered by a questionnaire not being completed |
| Referral authorisation | Referral authorised |
| Referral authorisation rejected | Referral authorisation rejected |
| Referral has been cross-referred to another service | Triggered by the referral being referred to another service at the same time |
| Referral status set to Completed | Triggered by the referral status being changed to completed |
| Referral status set to Left Early | Triggered by the referral status being changed to left early |
| Text message send failed | Text message did not send |
| Text messaging disabled | Text messaging has been disabled |
| User generated referral task | Tasks that can be manually added by a scheme administrator and not triggered by the system |
| Valid incoming text message received | Text message has been received |