



# The trusted clinical referral network.

Send, receive and track dental referrals – securely, in one place.  
Built for UK dental practices, specialists, labs and imaging centres.

ONE SECURE HUB

NOT A MARKETPLACE

UK GDPR-READY

REFERRAL · RC-2048

IN TREATMENT



**Clinic A**  
REFERRING



**Clinic B**  
SPECIALIST



Referral sent



Under review



Patient contacted



In treatment



Outcome report returned to referrer

PRODUCT & TECHNICAL OVERVIEW

**refclin.ai**

A multi-tenant clinical referral platform · 2026

# Referrals, without the friction

Most dental referrals still travel by paper, fax, email and phone – slow, hard to track, easy to lose. RefClin closes the loop: one secure place to refer patients and get the outcome back.



## Close the loop

Track every referral end-to-end – sent, triaged, treated, report returned. No more chasing for an update.



## One secure hub

Clinical notes, radiographs, documents, messages and reports live together against each referral – not in scattered inboxes.



## A network, not a marketplace

Practices choose who they work with. No patient auctions and no fee-splitting on clinical referrals – ever.



## Built for UK dental

Designed around UK GDPR, GDC standards and how dental teams actually work – sender and receiver, single or multi-site.

# Two sides of every referral

Whether you send patients out or receive them in, RefClin gives you one place to do it well. Create your account and you're live in minutes.



## Referring practices

GENERAL DENTAL CLINICS - SENDERS

- ✓ Find the right specialist, lab or imaging centre in the directory.
- ✓ Send a complete referral in minutes – notes, X-rays, documents.
- ✓ Capture and timestamp patient consent automatically.
- ✓ Track live status and get the outcome report back.
- ✓ Import patient details from your PMS (e.g. Dentally).
- ✓ Free for senders – you never pay to refer.



## Specialists • labs • imaging

RECEIVERS

- ✓ Receive structured referrals into one inbox – no lost emails.
- ✓ Triage, assign to a clinician or site, and request what's missing.
- ✓ Message the referrer and run second opinions or MDT meetings.
- ✓ Draft the report (AI-assisted) and return it to close the loop.
- ✓ Appear in the network directory under your own brand.
- ✓ Win more referrals from practices that trust you.



### Create your free account at [refclin.ai/signup](https://refclin.ai/signup)

Pick your type (clinic or specialist), choose your subdomain, and you're live – no setup project, no installation.

# Everything a referral needs

A complete clinical workflow – not just a contact form. Capabilities can be enabled per pricing plan.



## Smart referrals

Internal, external and cross-clinic referrals with notes, files and patient consent.



## Network & directory

Discover verified specialists, labs and imaging centres and refer directly.



## Messaging & second opinions

Secure per-referral threads and group second-opinion discussions.



## MDT meetings

Run multidisciplinary team meetings with shared cases and outcomes.



## Tony – AI co-pilot

An in-app assistant that explains features and helps you act faster.



## AI-augmented reports

Draft treatment and referral reports from structured inputs, under clinician control.



## Reports & insights

Operational and financial dashboards – aggregated, never exposing patient data.



## Tasks & calendar

Deadlines, meetings and to-dos in one place so nothing slips.



## Multi-site practices

Model every location, route referrals between sites, manage staff per site.



## Your brand

Your logo and colours across your portal and the referrals you receive.



## CPD & events

Share CPD opportunities and events across your network.




## Patient import


Pull patient details from your practice management system.


# From referral to report


The same case, visible to both sides, at every step.

## FOR REFERRING PRACTICES


 **Find**  
STEP 1 Search the directory for the right specialist, lab or imaging centre.


 **Track**  
STEP 3 Watch the status update live: received, triaged, in treatment, report ready.


 **Send**  
STEP 2 Complete the referral – notes, radiographs, documents – and capture consent.


 **Receive**  
STEP 4 Get the specialist's report and outcome back against the same referral.

## FOR SPECIALISTS & RECEIVERS

 **Receive**  
STEP 1 New referrals arrive in one structured inbox – no lost emails.

 **Triage & assign**  
STEP 2 Prioritise, assign to a clinician or site, request anything missing.

 **Collaborate**  
STEP 3 Message the referrer, seek a second opinion, or take it to an MDT.

 **Deliver**  
STEP 4 Produce the report (AI-assisted if you wish) and return it – loop closed.

## REFERRAL LIFECYCLE



# Built on clinical foundations

Modern, isolated, auditable – engineered for special-category health data.



## Architecture

Next.js 14 web + NestJS API, PostgreSQL, Redis and S3-compatible object storage, containerised behind an automatic-TLS reverse proxy.



## True multi-tenancy

Each practice is isolated on its own subdomain, scoped in the app and enforced in the database with Postgres Row-Level Security.



## Security & UK GDPR

TLS in transit, encrypted storage, HTTP-only cookies, role-based access and append-only audit logs. Third parties only via signed DPAs.



## Data residency

Clinical data stored in UK / EEA-with-adequacy regions, in line with UK GDPR.



## Sessions & access

JWT sessions with silent, sliding refresh keep you signed in like a native app – while access stays revocable.



## Installable PWA

Add RefClin to your home screen and run it full-screen. The offline cache holds only non-personal assets.



## Reliability

Automated, verified deployments with pre-deploy backups and self-healing rollout – no downtime windows.



## Compliance by design

Aligned with GDC standards: financial figures are aggregated, and clinical referrals never involve fee-splitting.

# Match the platform to the practice

Pricing plans control which capabilities each practice unlocks.



### Tony AI co-pilot

Turn the in-app assistant on or off per plan.



### AI-augmented reports

Enable AI-assisted report drafting where appropriate.



### Bring-your-own AI key

Let a practice use its own AI key, or keep it on the platform's.



### Network functions

Directory, partnerships, MDT, CPD and events – gated by plan.

## Ready to close the loop?

Create your practice in minutes at [refclin.ai/signup](https://refclin.ai/signup) – choose clinic or specialist, pick your subdomain, and start sending or receiving referrals today.

[refclin.ai/signup](https://refclin.ai/signup)

