



Redirection of referrals to another CHQ service

You may be required to transfer referrals to either a sub-specialty within the same department or to another area depending on the advice received from clinical triage or categorisation.

Transfer to sub-specialty within same area

The Central Referrals Unit (CRU) will allocate all referrals to the generic main specialty and specialty director (e.g. Ophthal New). After clinical triage and categorisation, the referral may need to be allocated to a more specific appointment type or clinician (e.g. Ophthal Prem Baby New).

1. Select the **appointment inquiry** search from the ESM banner bar.



2. On the **request** tab, change the **inquiry** to **ESM - request - person** and select the patient by clicking the **ellipsis** button. Once the correct patient has been populated, click **find**.
3. Select the current request list entry that is entered for the corresponding generic **appointment type** (e.g. Ophthal New), right click **schedule**.

4. When the **appointment attributes** box appears, click **ok**. Under the **appointment** tab, click **next**. Over-key

the **appointment type** with the new sub-specialty appointment information.

5. You will need to **modify** the existing encounter to reflect the new treating clinician (if nominated below). Click the **person name ellipsis** to load the **encounter window**, click the corresponding specialty **pre-arrival** encounter, **modify**. When the **available conversations** window appears, click **modify encounter details**, then **ok**.

6. Continue to update any relevant **accept formats**.
 - a. **Primary resource**: If selecting a specific treating clinician, click the ellipsis to prompt the selection, then click **ok**.

- b. **New case category**: If clinically categorised, update to Cat 1, 2, or 3. (Note: If entering a

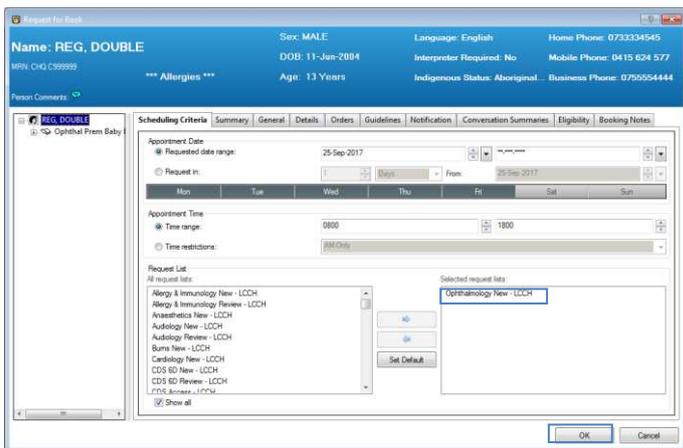




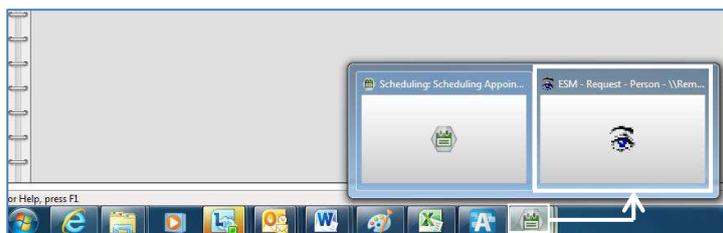
category, remember to send **OUTPT – WL receipt and placement letter**).

- c. **Reason for appointment:** Enter treating clinician's categorisation or preliminary diagnosis.
- d. **Not ready for care:** Enter if clinically indicated (e.g. Prem Baby New may need to be seen at a certain age. This can be recorded at this point).
- e. **Scheduling comments:** Note indicating referral has been categorised (e.g. 25/09/17 – to be seen by Dr Gole Prem Baby, NRFC added – BR).

- 7. When relevant **accept formats** have been updated, click **move**.
- 8. The changed appointment will now appear in the **WIP**. Click on the **appointment type**, then **request**. Click **ok** to add referral to the **request list**.



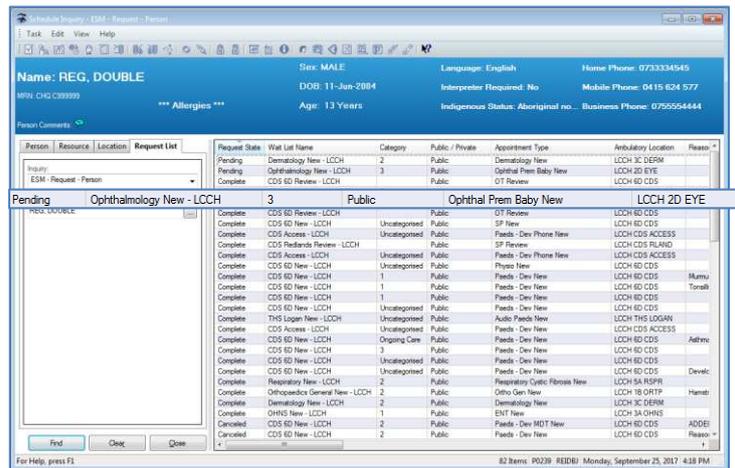
- 9. Remove the remaining appointment from the **WIP** by right-clicking the **appointment type**, **remove**.
- 10. Click on the **ESM – request - person** search results in your Windows bar that was returned previously. The **uncategorised** request will remain selected.



- 11. Right click the previous appointment, **cancel request**.



- 12. Enter the **cancel reason** as **data triaging**, enter an appropriate **action comment** (e.g. 25/09/17 - Ref changed to sub specialty – BR).
- 13. The request list will now display a categorised referral attached to the correct sub-specialty and to a specific treating clinician.



Transfer to another area within CHQ

After clinician triage and categorisation, the referral may need to be transferred to a more appropriate department (or external specialty). All transfers are to be sent to the CRU for actioning.

- 1. Right click the referral record, **modify**. Scroll down to the **scheduling comments** field and enter information relevant to the redirection request (e.g. 25/09/17 – ref requires redirection to Gen Paeds as per Dr Catto-Smith; forwarded back to CRU – BR).
- 2. Ensure referral is forwarded back to CRU for actioning and recording in eRefer.
- 3. CRU will action the referral redirection and will cancel the **request** from the originating specialty **request list** based on the comments indicated in step 1. The **request** will then be placed on the reallocated specialty **request list** and the physical referral redirected accordingly.

