



ESM – Redirection of referrals to another 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

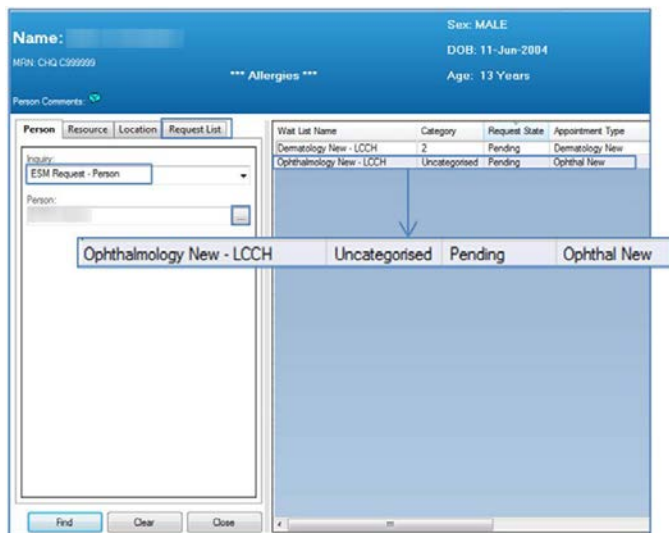
All referrals will be allocated to the generic main specialty and specialty director (e.g. Ophthal New). After clinical triage and categorisation, the referral may need to be allocated to a more specific appointment type or clinician (e.g. Ophthal Prem Baby New).

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



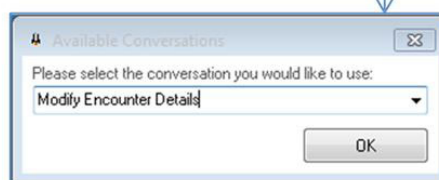
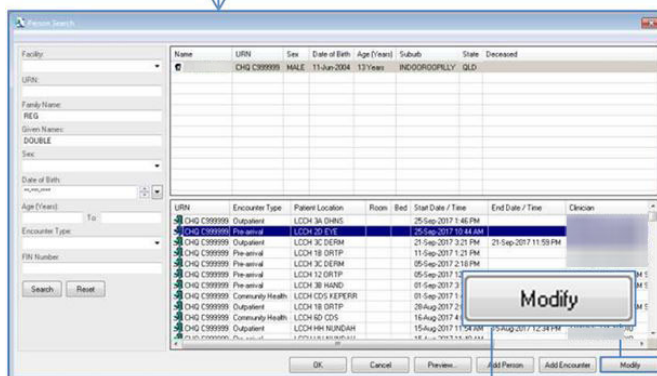
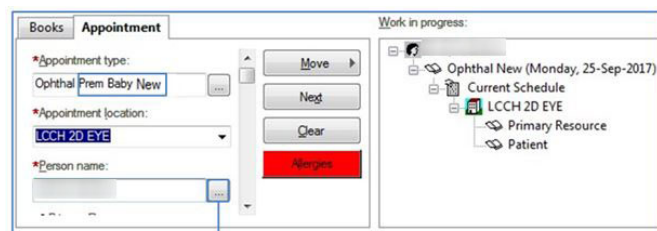
2. On the *request* tab, change the *inquiry* to *ESM - request - person* and select the patient by clicking the *ellipsis* button. Once the correct patient has been populated, click *find*.

3. Select the current request list entry that is entered for the corresponding generic *appointment type* (e.g. Ophthal New), right click *schedule*.

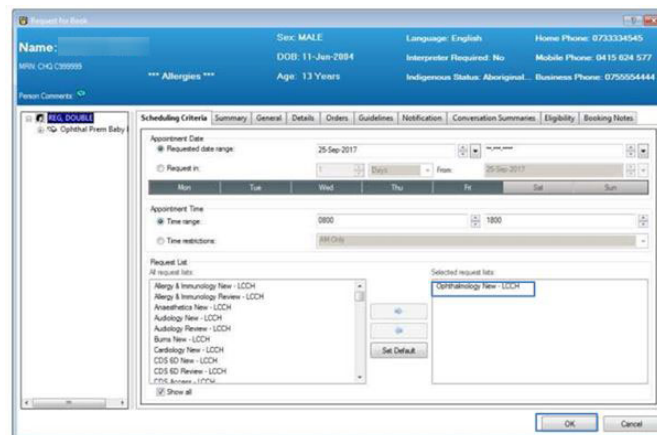


4. When the *appointment attributes* box appears, click *ok*. Under the *appointment* tab, click *next*. Over-key the *appointment type* with the new sub-specialty appointment information.

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*.

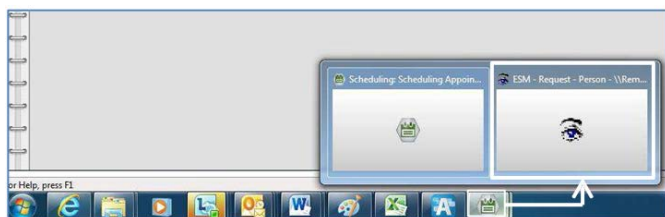


6. Continue to update any relevant *accept formats*.
 - **New case category:** If clinically categorised, update to Cat 1, 2, or 3. (Note: If entering a category, remember to send *OUTPT – WL receipt and placement* letter).
 - **Reason for appointment:** Enter treating clinician's categorisation or preliminary diagnosis.
 - **Not ready for care:** Enter if clinically indicated (eg. Prem Baby New may need to be seen at a certain age. This can be recorded at this point).
 - **Scheduling comments:** Note indicating referral has been categorised (eg. 25/09/17 – BR – to be seen by Dr Smith Prem Baby, NRFC added).
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*.

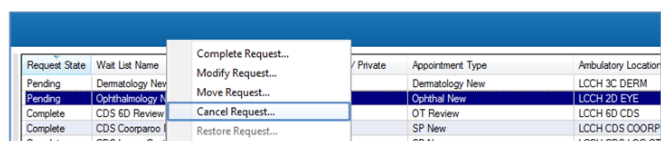




- Remove the remaining appointment from the *WIP* by right-clicking the *appointment type, remove*.
- Click on the *ESM – request - person* search results in your Windows bar that was returned previously. The *uncategorised* request will remain selected.

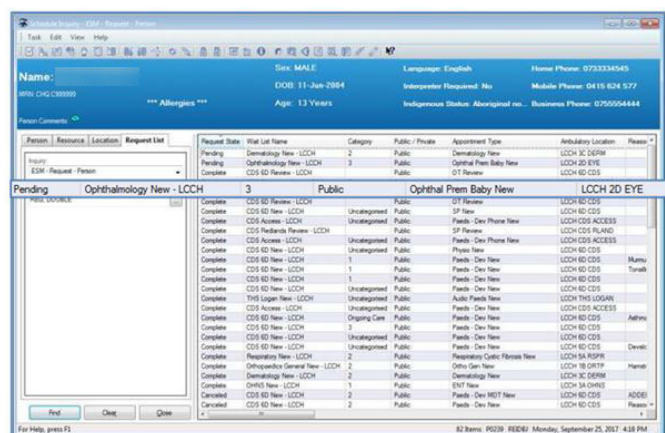


- Right click the previous appointment, *cancel request*.



- Enter the *cancel reason* as *data triaging*, enter an appropriate *action comment* (e.g. 25/09/17 - BR - Ref changed to sub specialty).

- 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 THHS

After clinician triage and categorisation, the referral may need to be transferred to a more appropriate department.

- The original request needs to be cancelled by right clicking the request and selecting *cancel request*.
- Enter the *cancel reason* as *Referral transferred another unit same facility*, enter an appropriate *action comment* (eg. 25/9/17 – BR – redirected to Gen Paeds as per Dr Smith)
- The referral must be redirected via hard copy or email to the correct unit immediately.

- The receiving unit is responsible for re-entering the request with the correct Appointment Type and Location in ESM