This Quick Reference Guide will explain how to:

Use the different triage options to triage specialist clinic referrals

Definitions:

Waitlist Routine / Urgent– Use these statuses to accept the referral and send to the relevant category wait list

Rejected – Use this status when the referral does not meet the acceptance criteria for the clinic

Schedule – Routine / Urgent – Use this status to accept the referral and to indicate an appointment can be scheduled without going to the wait list

Triage Required – Use this status when triage is still required, e.g. if transferred to a different specialty

❗ Important

- Refer to *Access and Set Up – Referrals OP Triage List QRG* for details on how to access the Referrals OP Triage page or to create a triage list
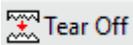
Triage

1. Select the drop down arrow

2. From the list, select the one you want to triage

3. To view the patient chart, click on the patient name

4. Use 🔲 Tear Off in the patient chart, to keep the patient chart open while you triage

5. Navigate back to the **Referrals OP Triage** page

6. To complete triage, select the Triage dot ⚪

7. The referral triage page will open, follow the appropriate triage option to complete triage of the referral

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Triage – Accept Referral

1. Under *Referral Status/Priority:* select the appropriate status

   To send to a Wait list, select either;
   - **Waitlist Urgent < 30 Days*, or
   - **Waitlist Routine < 365 Days*

   To have an appointment made without wait listing, select either;
   - *Schedule Appt – Urgent < 30 Days*, or
   - *Schedule – Routine < 365 Days,*

2. In **Booking Notes**, enter any instructions for the booking team or for the day of appointment
   Note – This field is limited to 40 characters, enter clinically relevant information first
   E.g. XR L Kn, book 1/52 FH PT 4

3. Complete the relevant mandatory fields – by selecting from the drop down menu
   - **VINAH – Referral In Reason**
   - **VINAH – Health Conditions**

4. Review the completed fields, in particular ensure the following fields are updated and accurate:
   - **Referred to Clinician**
   - **Specialty**
   - **Referral Appointment Type**
   - **Schedule to Facility**

5. Click on [Complete]

6. The referral has now been accepted

Triage – Transfer to another Specialty
Use this option to transfer the referral to a more appropriate service in the same stream/program

1. Under **Referral Status/Priority:** select *Triage Required*

2. Use the arrow to view the options for **Specialty**

3. Select the appropriate **Specialty**

4. Add any comments regarding referral to New Referral Comment

5. Click on [Complete]

6. The referral will move onto the Triage list for the selected specialty

Triage – Transfer to a Different Stream
Use this option to transfer the referral to a more appropriate stream/program

1. Under **Referral Status/Priority**: select *Triage Required*

2. Use the arrow to view the options for **Referral (Episode)** *Stream*

3. Select the appropriate *Stream*

4. Use the arrow to view the options for *Specialty*

5. Select the appropriate *Specialty*

6. Add any comments regarding referral to New Referral Comment

7. Click on [Complete]

8. The referral will move onto the Triage list for the selected specialty
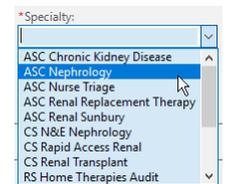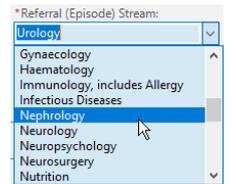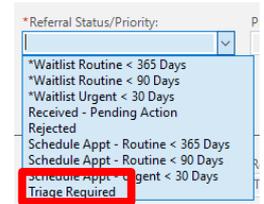
Triage - Reject Referral
Use this option to transfer the referral to a more appropriate service

1. Under **Referral Status/Priority**: select *Rejected*

2. Under **VINAH – Referral In Outcome**, select the reason for rejecting the referral

3. Click on [Complete]

4. The referral has now been rejected
   *The rejected referral goes to a worklist for closure by the appropriate admin team