

Scheduling and Referrals – Triage POffice



Digital Health
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Quick Reference Guide

This Quick Reference Guide will explain how to:

Triage patient referrals in POffice for the following scenarios –

1. Accept Referral and place on a waitlist
2. Accept Referral and place on schedule immediately list
3. Accept Referral but change clinic
4. Transfer Referral to another Medical Service/Stream
5. Reject Referral

1. Open **POffice**
2. From left hand side **Referral Wait Lists** section, click on **Referrals – Awaiting Triage**



3. Select **Specialty** and click **OK**

Primary Filters

Filter Name: Specialty

Filter Value Type

Individual values
 Range

FilterValues

Pick new value:

- Acute Aged Care
- Acute Aged Care FH 4
- Acute Aged Care FH 5
- Acute Aged Care FH 6
- Acute Aged Care SH 1
- Acute Aged Care SH 2
- Acute Aged Care SH 3
- Addiction Medicine

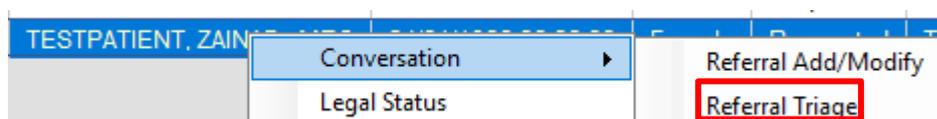
Current values:

ASC Plastics Surgery

Copy >
Select All

OK

4. Right click on patient to triage and select Conversation > **Referral Triage**





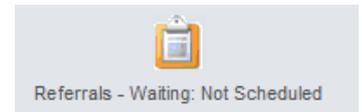
Scenario 1 – Accept Referral and place on a waitlist

1. Within the Referral Triage conversation, select **Referral Status/Priority** as *Waitlist Routine < 365 Days/90 Days/30 Days.

*Referral Status/Priority:

- *Waitlist Routine < 365 Days
- *Waitlist Routine < 90 Days
- *Waitlist Urgent < 30 Days

2. Complete all mandatory fields and click **Complete**.
3. The patient's referral now falls on to the **Referrals – Waiting: Not Scheduled** wait list for it to be scheduled.



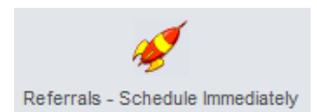
Scenario 2 – Accept Referral and place on schedule immediately list

1. Within the Referral Triage conversation, select **Referral Status/Priority** as Schedule Appt - Routine < 365 Days/90 Days/30 Days.

*Referral Status/Priority:

- *Waitlist Routine < 365 Days
- *Waitlist Routine < 90 Days
- *Waitlist Urgent < 30 Days
- Received - Pending Action
- Rejected
- Schedule Appt - Routine < 365 Days
- Schedule Appt - Routine < 90 Days
- Schedule Appt - Urgent < 30 Days
- Triage Required

2. Complete all mandatory fields and click **Complete**.
3. The patient's referral now falls on to the **Referrals – Schedule Immediately** list for it to be scheduled.



Scenario 3 – Accept Referral but change clinic

1. Within the Referral Triage conversation, select appropriate **Referral Status/Priority** as *Waitlist Routine or Schedule Appt – Routine.

*Referral Status/Priority:

- *Waitlist Routine < 365 Days
- *Waitlist Routine < 90 Days
- *Waitlist Urgent < 30 Days
- Received - Pending Action
- Rejected
- Schedule Appt - Routine < 365 Days
- Schedule Appt - Routine < 90 Days
- Schedule Appt - Urgent < 30 Days
- Triage Required

2. Change **Specialty** field to a more appropriate clinic that you want this patient appointment booked for (eg: change from ASC Plastics Surgery to ASC Maxillofacial).

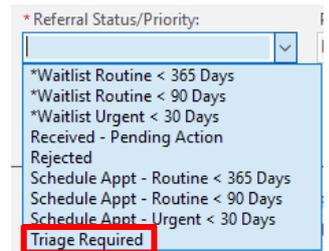
*Specialty:

- ASC Plastics Surgery
- ASC Maxillofacial
- ASC Nurse Triage
- ASC Plastics Dressings
- ASC Plastics Emergency
- ASC Plastics Injury
- ASC Plastics Surgery
- WC Paed Nurse Triage
- WC Paed Plastic Surgery
- WC Screening Nurse

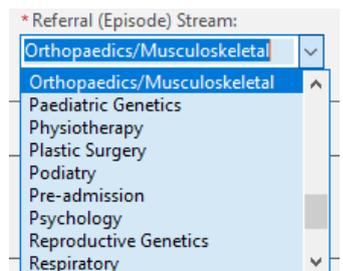
- Complete all mandatory fields and click **Complete**.
- The patient's referral now falls on to the **Referrals – Waiting: Not Scheduled** or **Referrals – Schedule Immediately** list for it to be scheduled.

Scenario 4 – Transfer Referral to another Medical Service/Stream

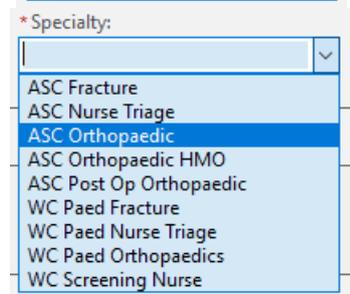
- Within the Referral Triage conversation, select **Referral Status/Priority** as 'Triage Required'.



- Change **Referral (Episode) Stream** to a more appropriate medical service that you want this patient referral to be triaged by (eg: change from Plastic Surgery to Orthopaedics/Musculoskeletal)



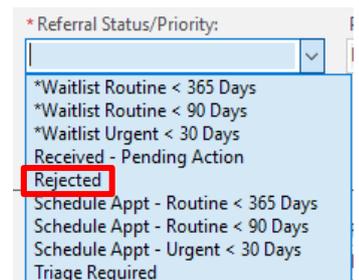
- Select **Specialty**



- Complete all mandatory fields and click **Complete**.
- The patient's referral now falls on to the other Medical Service > Specialty's triage list.

Scenario 5 – Referral Rejected

- Within the Referral Triage conversation, select **Referral Status/Priority** as 'Rejected'.





2. Complete all mandatory fields and click **Complete**.

Referral Triage

Suppress Appt Replacement: No UR Number: 2000228

Last Name: TESTPATIENT First Name: ZAINAB Middle Name: Sex: Female Date of Birth: 24/01/1980 Age: 43Y Medicare Number: -

FIN (Visit #): 21000930 Referral ID: VSPECT8261 Referral Data Set: VINAH 17 (2022-2023) Encounter Data Set: VINAH 17 (2022-2023) Episode Type (Program): Specialist Clinics (OP) Referral Encounter ID:

Patient Phone: Home Phone Number: 0456321123 Mobile Phone Number: 0456321123 Email Address:

Referral Information Notes and Alerts

Visit Type: Referral Wait List Status: Requested *Referral Status/Priority: Rejected *Referral Status/Priority Date: 07/06/2023 Proposed Priority: Routine *VINAH - Referral In Outcome: Pt/client does not meet prog/se... *Last Clinical Review Date: 07/06/2023 Reason for Rejection:

Booking Notes: Recommending Date: Priority/Standby?: Ready to Schedule:

Additional Referral Information

Referral Add Type: *New Referral Referral Received Date: 22/03/2023 Date on Referral: 22/03/2023 Referral Type: Internal Referral Source: This Hosp Depart new program Referral Length: 3 Months Reason for Referral: Injury to hand VINAH - Referral In Reason: Diagnosis, assessment, treatment

Referred From: Referring Clinician: Cernertest, Medical Officer - OB Referring Unit: Obstetric Medicine

Referred to: Referred to Clinician: Lo, Cheng - SMO Referral In Stream: Plastic Surgery *Referral (Episode) Stream: Plastic Surgery *Specialty: ASC Plastics Surgery VINAH - Health Conditions: Injuries to hand Referral Appointment Type: Schedule To Facility: Footscray

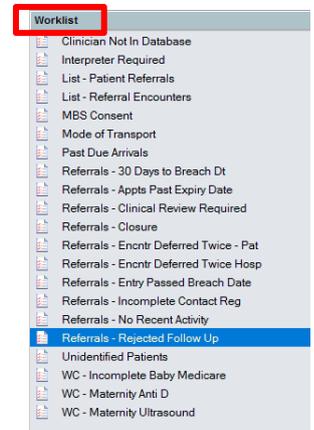
Existing Referral Comments: Requested, Conversation, P2CLERK2, 18/05/2023 1:29:39 PM Referring Clinician Name: Cernertest, Medical Officer - Obstetrics P23 Referring Clinician Contact Details switch Referral Order: Orthopaedic OP Referral

New Referral Comment:

Ready P2CLERK2 | M2031 | 07/06/2023 | 14:53

Complete Cancel

3. The patient's referral now falls on the Worklist > **Referrals – Rejected Follow Up**.



4. For all internal referrals that have been rejected, a Referral Rejection message should be sent to the referrer. Refer to QRG **Documentation - Message Centre Internal Referral Rejection** for steps on how to send the message.