

Scheduling and Referrals - Triage Internal Specialist Clinic Referrals



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Quick Reference Guide

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

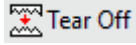
Referral List: (None available)  List Maintenance

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

Referral List: **Fracture Clinic**
Triage test List Maintenance



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

Name MRN/Gender/DOB/FinClass	Age	Location/ Service	Date of Referral	Referral Source	Priority/ Urgency	Reason for Referral	Referring Department	Referred to Clinic	Referring to Clinician	Triage	Referral Letter	Breach Date	Additional Referral Details
TEST, TRIAGE 7100008 Male 08/07/1991	33 Years	Footscray ASC Respiratory	27-05-2024	This Hosp Emergency Department	Triage Required	review of asthma mxx pl...	Emergency - General Presentation	--	Carnettest, Medical Officer P1 1 Treating Dr			--	Requested, Conversation, P2M02...

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

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

6. Click on the link under “Additional Referral Details” to open additional details

Name MRN/Gender/DOB/FinClass	Age	Location/ Service	Date of Referral	Referral Source	Priority/ Urgency	Reason for Referral	Referring Department	Referred to Clinic	Referring to Clinician	Triage	Referral Letter	Breach Date	Additional Referral Details
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7. An additional box will appear, scroll through to review clinical information

8. To complete triage, select the Triage dot 

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

10. Additional clinical information may also be viewed by scrolling down to “Existing Referral Comments” and clicking the “...” icon



Referral Triage

Suppress Appt Replacement: No UR Number: 7100008

Last Name: TEST First Name: TRIAGE Middle Name: Sex: Male Date of Birth: 08/07/1991

Age: 33Y Medicare Number: -

FIN (Visit #): 71004101 Referral ID: USDFC12808 Referral Data Set: VINAH 18 (2022-2024) Encounter Data Set: VINAH 18 (2022-2024) Episode Type (Program): Specialist Clinics (OP)

Referral Information: Respiratory Rapid MBS New Asthma Footscray

Existing Referral Comments: Requested, Conversation, P2MO2, 27/05/2024 2:58:15 PM Referring Clinician Name: Cernertest, Medical Officer P2.4 Referring Clinician Contact Details: 123456 Referral Order: Respiratory OP Referral

New Referral Comment:

Return To Search Complete Cancel

Ready P2MO6 M2031 10/07/2024 11:03

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,

*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. 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

*Booking Notes:

3. Complete the relevant mandatory fields – by selecting from the drop down menu

- **VINAH – Referral In Reason**
- **VINAH – Health Conditions**

*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**

Referred to: CERNER, CERNER

Referral In Stream: Occupational Therapy

*Referral (Episode) Stream: Occupational Therapy

*Specialty: AH OT Hand Therapy

*VINAH - Health Conditions: Fractures to upper limb

*Referral Appointment Type: Hand Therapy New

*Schedule To Facility: Sunshine



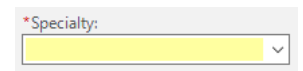
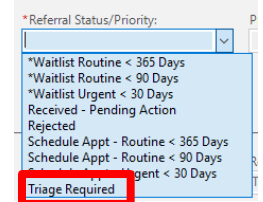
5. Click on

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

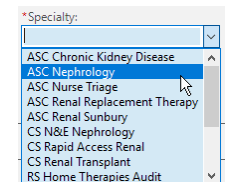
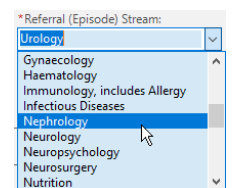
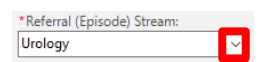
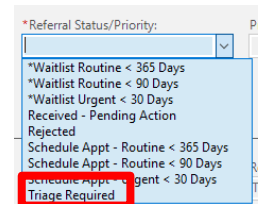
- Under **Referral Status/Priority**: select *Triage Required*
- Use the arrow to view the options for **Specialty**
- Select the appropriate **Specialty**
- Add any comments regarding referral to New Referral Comment
- Click on
- The referral will move onto the Triage list for the selected specialty



Triage – Transfer to a Different Stream

Use this option to transfer the referral to a more appropriate stream/program

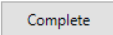
- Under **Referral Status/Priority**: select *Triage Required*
- Use the arrow to view the options for **Referral (Episode) Stream**
- Select the appropriate **Stream**
- Use the arrow to view the options for **Specialty**
- Select the appropriate **Specialty**
- Add any comments regarding referral to New Referral Comment
- Click on
- The referral will move onto the Triage list for the selected specialty

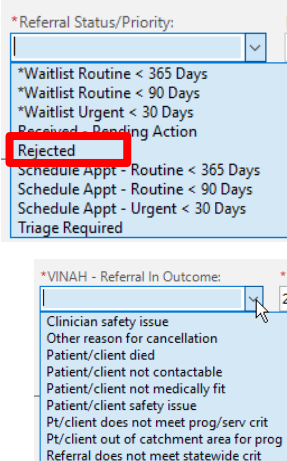




Triage - Reject Referral

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



*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

*VINAH - Referral In Outcome:

- Clinician safety issue
- Other reason for cancellation
- Patient/client died
- Patient/client not contactable
- Patient/client not medically fit
- Patient/client safety issue
- Pt/client does not meet prog/serv crit
- Pt/client out of catchment area for prog
- Referral does not meet statewide crit