

OUTPATIENT REFERRAL - SCH

POLICY®

DOCUMENT SUMMARY/KEY POINTS

- Sydney Children's Hospital Outpatient Department (COPD) at Sydney Children's Hospital provides:
 - Tertiary level paediatric specialist clinics
 - A range of general paediatric, ENT and orthopaedic clinics for residents of the local catchment area.

Patient Catchment

- Patients referred to COPD for the following specialties have **local place of residence** restrictions (i.e. must live in local catchment for SESLHD/SCH Randwick):
 - General Paediatrics
 - Ear Nose & Throat (ENT)
- Patients referred to COPD for all other specialties do not have residency criteria.

Referrals

- All new patients referred to COPD require a referral from a primary health provider at the time of booking.
- Under Medicare Patient Billing Revenue Collection (PBRC) a new, current or ongoing referral must be linked to a new or current referral in the **eMR EMS** software at the time an outpatient booking is made.
 - Bookings made without the referral will be cancelled, requiring a new booking with referral to be made.
- All returning COPD patients must provide a new, current or ongoing referral before the COPD appointment is booked

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st April 2019	Review Period: 3 years
Team Leader:	Clinical Nurse Specialist	Area/Dept: Ambulatory

CHANGE SUMMARY

- SCH policy due for mandatory review.

READ ACKNOWLEDGEMENT

- SCH **COPD staff** and staff who make outpatient clinic appointments using the eMR **Scheduling** software, need to read and acknowledge this document.
- Other areas: Local manager to determine read acknowledgement of this document.

Training Required

- Staff using the eMR **EMS** software must complete appropriate training

TABLE OF CONTENTS

Background	3
Referral policy	3
Medicare PBRC.....	3
New Patients:	3
Follow-up after inpatient admission	4
Follow -up for Current, Chronic or Ongoing conditions	4
Booking Procedure	5
eMR Scheduling “Quick Reference Guides	6

Background

SCH is a part of a Network of health services for children ranging from primary care community based teams through to complex multidisciplinary tertiary services.

One of Sydney Children's Hospital's major roles is as a tertiary paediatric referral centre of that Network and it therefore employs specialist medical staff trained and experienced in complex paediatric clinical conditions.

So that efficient uses of paediatric resources are optimised it is important that individual children are managed by the most appropriate service according to their individual clinical need and location where possible.

- Children requiring general paediatric care should be managed by their local health district clinicians, including some paediatric specialties:
 - General Paediatrics,
 - Ear Nose and Throat (ENT).
- Children requiring access to tertiary specialist care should have that access facilitated by efficient processes from their general practitioner* and other specialist referrals.

* Note: from a registered medical practitioner.

Referral policy

1. All appointments for all COPD clinics require a valid referral.
2. No COPD appointment will be made without a referral
3. Tertiary referrals are accepted by all clinics.

Medicare PBRC

As of January 2015, Medicare Patient Billing Revenue Collection (PBRC) requires that all new and ongoing management patients to SCH COPD will be required to provide a current or ongoing referral to SCH eMR EMS prior to a COPD appointment being booked.

New Patients:

Any new patient referred to an SCH specialist or specialist in training requires a clinician referral as follows:

1. **Local Patients** (Patients resident in the SCH local catchment area, Sydney CBD, Eastern Suburbs, excluding Redfern)

Patients who reside in the SCH catchment require a referral from any local clinician e.g. General Practitioner, Early Childhood Health Nurse, school counsellor or SCH Emergency Department.

Specialties which have the local patient requirement

- i. General Paediatrics - Community paediatricians and developmental paediatricians.
- ii. ENT- Complex patients or Tertiary ENT referrals only.

2. **Non-local Patients** requiring General Paediatrics and/or ENT specialist treatment, will need to be followed up by the paediatric service in their local hospital catchment, e.g. St George/Sutherland Hospitals (Wolli Creek/Kyeemagh and south), RPA Hospital (Redfern and west) or Royal North Shore Hospital north side of Harbour),
3. **Non-local Patients** requiring Child Protection specialists require a referral from:
 - o a member of the child protection team,
 - o Joint Investigation Team (NSW Police),
 - o FACS case worker or
 - o any registered medical practitioner.
4. **Orthopaedics**
 - Orthopaedic clinics require a referral from:
 - o any registered medical practitioner
 - o any SCH employed physiotherapist.
 - o Child and Family Health Nurse for hip dysplasia.
5. **All other specialists or specialists in training**
 - excluding Orthopaedics (See: [Orthopaedics](#) above), ENT and General Paediatrics. (see [local patients](#) above) require a referral from a registered medical practitioner or registered nurse practitioner.

Follow-up after inpatient admission

- Patients being followed up from an inpatient admission do not require a further referral for their **initial** outpatient assessment. (See: [Booking after Inpatient Admission](#))
- **Return visits** after the **initial visit** will require a valid referral (see below)

Follow -up for Current, Chronic or Ongoing conditions

- Patients with current, chronic or ongoing conditions being followed-up in COPD will require a current referral at the time of booking. In general referrals for regular or intermittent follow up will be covered by one of the following three types of referral:
 - o **Specialist referrals** are valid for a maximum of 3 months, after which a new referral needs to be issued and recorded
 - o **GP referrals for current illnesses** are issued for up to 12 months
 - o **GP referrals for chronic or ongoing conditions** can be issued an ongoing referral valid until the child transitions to an adult health service or no longer requires follow-up in COPD.

Note: Ongoing referrals can be issued for terms up to 99 years.

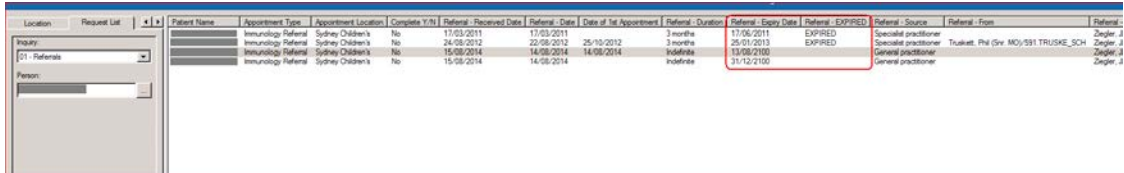
Booking Procedure

Bookings are made through **eMR Scheduling**.

Note: Bookings that are not linked to a referral will be cancelled

1. **Create Referral.** (Referrals are added to the system in a similar way to making an appointment. All the information is entered into the appointment tab.)
 - i. Click on the appointment tab
 - ii. Pull in the Patient's Name via the search engine.
 - iii. The Appointment Type will start with the specialty
 - iv. Fill out all mandatory fields
 - v. Make sure that the *Referral-Received Date is after or the same as the *Referral-Date
 - vi. Move the referral to the work in progress area
 - vii. The referral has now been added to the NSW Referral Request List.
2. **Book with Referral link.** (Appointment or Follow-Up **MUST** be made from the Request List, so that the referral is linked to the new appointment.)
 - i. Open the Appointment Inquiry and use the Request List Tab to find the patient's referral.

Note: Make sure there is a current **Not EXPIRED referral available!**



Location	Request List	Patient Name	Appointment Type	Appointment Location	Complete Y/N	Referral - Received Date	Referral - Date	Date of 1st Appointment	Referral - Duration	Referral - Expiry Date	Referral - EXPIRED	Referral - Source	Referral - From
Inquiry	Referrals		Immunology Referral	Sydney Children's	No	17/03/2011	17/03/2011	25/10/2012	3 months	17/03/2011	EXPIRED	Specialist practitioner	Zieger, J
			Immunology Referral	Sydney Children's	No	24/03/2012	22/03/2012	25/10/2012	3 months	25/03/2013	EXPIRED	Specialist practitioner	Truske, P
			Immunology Referral	Sydney Children's	No	15/03/2014	14/03/2014	14/03/2014	Indefinite	13/03/2100	EXPIRED	General practitioner	Zieger, J
			Immunology Referral	Sydney Children's	No	15/03/2014	14/03/2014		Indefinite	31/12/2100		General practitioner	Zieger, J

- ii. Right click on the referral and select Link > New Appointment
- iii. Fill in the reason for linking the appointment (comments are optional)
- iv. Make the appointment as you normally would

Note: Make sure both the *Date of the Appointment* and *Referral From* fields are completed.



Modify Name: Doe, John, Jim

MIN: ... DOB: ... Age: ... Years: ... Sex: ...

General | Summary | Move Criteria | Details | Orders | Guidelines | Notification | Conversation Summaries | Itineraries | Locks | Booking Notes

General Surgery Re

*Referral - Received Date: 01/03/2015

*Referral - Date: 01/03/2015

Date of the Appointment: 01/03/2015

*Referral - Expiry Date: 01/03/2015

*Referral - Duration: 12 months

*Referral - Source: Private Practice General Practitioner

*Referral - From: Prof. Bing Hung (Shen)

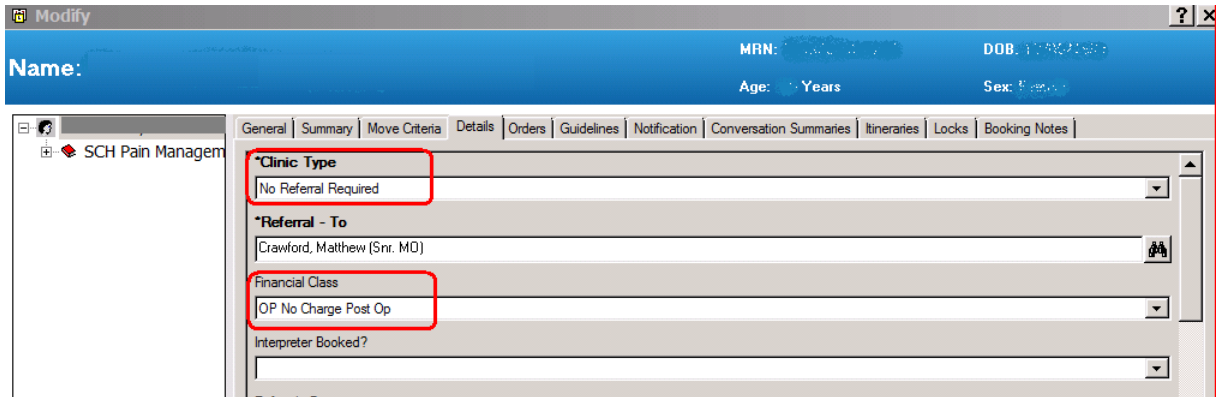
Referral source

OK Cancel

- v. The referral will now be linked to the appointment.

3. Booking after Inpatient Admission

- i. For COPD Clinic appointments as initial follow-up after inpatient admission, no referral is necessary.
- ii. In the **Details** tab in the **Clinic Type** select "No Referral Required"
- iii. In the **Details** tab in the **Financial Class** select "OP No Charge Post-Op"



The screenshot shows the 'Modify' form for a patient. The 'Details' tab is active. The 'Clinic Type' dropdown menu is set to 'No Referral Required'. The 'Referral - To' field is populated with 'Crawford, Matthew (Snr. MD)'. The 'Financial Class' dropdown menu is set to 'OP No Charge Post Op'. The 'Interpreter Booked?' field is empty.

eMR Scheduling “Quick Reference Guides

- [ESM Referrals – Create Referral](#)
- [ESM Referral – Modify and Add New Referral](#)
- [ESM Appointment – Book Using Suggest](#)
- [ESM Appointment Book Follow Up with Referral Link](#)
- SESINET – [eMR Scheduling QRG site](#):

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