

ED/UCC REFERRALS TO PAEDIATRIC OUTPATIENT CLINICS

The ED/UCC Referral to Paediatric Outpatient Clinics workflow is a powerplan designed to facilitate referrals to the Paediatric Acute Referral Clinic and the Paediatric Consultation Clinic from Emergency Departments and Urgent Care Clinics at Niagara Health.

Referral to Paediatric Acute Rapid Assessment Clinic (PARC) Order The ED Doctor must let the ED Clerk know that they have put in an **Order** for the child to come to the PARC. PARC orders will route to the **Request List Inquiry**.

ED ward clerks will see the request for appointment in the Request List Inquiry

Note: Patient must leave the ED/UCC with their PARC appointment information

Steps to Schedule the Appointment

- 1. From FirstNet launch the Scheduling Appointment Book.
- 2. Click the "Request List Inquiry" Button.





- 3. In the Inquiry field pick the drop-down **Request by Queue**.
- 4. In the Request List Queue field pick the drop down **Paed Future Book** and click **Find**.
- 5. Locate the patient in the list and **left click** on the patient. Once the patient is highlighted blue right click and a menu will open.
- 6. Click the **complete request** button.

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- The Appointment Attributes box will open. Complete the reason for exam.
- 8. Add the attending physician Click **OK**

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9. A new window will open. Click on the **Suggest** button and the suggested schedules screen will populate.

11. Add the Criteria you would like to search by i.e.: date range and days of the week.

12. Click the **Suggest** button and a list of available Paed Acute Referral appointments will populate.

13. Double click the first available appointment and click **OK** in bottom right.

14. Click the **Confirm** button.

15. An appointment confirmation will open.

Print the confirmation and/or appointment will populate in discharge instructions click **OK**

The Encounter Selection box will open. Click Add Enc.

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16. Compete a PreReg Encounter information.

The ED/UCC Ward Clerk will then give the appointment to the Primary Nurse to give to the family.

The family will leave the ED with a PARC appointment.

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Paediatric Consultation Clinic Referral Order

Refer to Order (for PCC Clinic): will route to Referral Management for the Paediatric Consultation Clinic (PCC). The ED/UCC ward clerk will complete the referral by generating the referral in their originating referral list.

Note: Paediatric Ambulatory Ward Clerk will call and provide appointment details to the patient/family within 3 business day.

Clerks will need to set up an Originating list type. This will allow them to "originate" a referral to the PCC Clinics. Clerk will need to walk through this one-time list set up process.

To Set up the Referral List:

 Click the Referral Management button.



Referral Management

Worklist ED Referrals

Patient

- 2. Click on the List Maintenance Button and click on the **ADD** button.
- 3. Give the name a list such as ED Referrals
- 4. Pick the **originating** list type
- 5. Click on the referral list **maintenance location**.
- 6. click on **Refer from Location.**

 Search and add ED or Ward location (the location the patient is coming from).

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List Maintenance

Referred By

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The Referral List will display all referral from the **ED/Patient Unit**.

- 7. Look at the Refer To column for CH.
- Click on the Status column to filter your referrals by Status.
 Look for the Not Started.
- Referred By Indicators Referred To Requested Se. Status Patient Insurance Setrak, Rafi, MBChB, CCFP(E 05/11/2024 05:07 Urology Smm stone, pain. *SMITH, KLOE 44 yrs F MINISTRY OF HE. Not Started *SYSTEMTEST, MHAFORTYEIGHT 25 yrs F Uwaifo, Victor Osa 17/10/2024 14:25 MH Rapid Res Mental Health Not Started ZZREFERRAL, INCLINIC 39 yrs F NHS Test01, Physic 01/12/2024 14:27 MINISTRY OF HE Not Started Geriatrics Consultation MINISTRY OF HE Setrak, Rafi, MBChB, CCFP(E. *ITTWO, STROKE JONAH 81 yrs M General Internal Not Started NHS Test02, Physician - Emer 29/07/2024 09:50 *ZZTEST, DKA 58 yrs M Early Pregnancy Clinic SCS Obstetrics bleeding Prep for Send Setrak, Rafi, MBChB, CCFP(E... 05/11/2024 10:21 *ITTWO, STROKE JONAH 81 yrs M Dr. Elvira Rashidovna Ba Not Started General Internal. RA faled MTX MINISTRY OF HE. TESTOUTPTPAED, CHILDONE 4 yrs F NHS Test01, Physician - Paed 02/10/2024 20:52 Not Star CH Paedia Paediatrics asthma med MINISTRY OF HE
- 9. Click in the blue box for the referral you would like to process.

Referral Management

Worklist SCS ED Referrals

TESTOUTPTPAED, CHILDONE 4 yrs F NHS Test01, Physician - Paedi CH Paediatric Clinic SCS Paediatrics MINISTRY OF HE Not Started	TESTOUTPTPAED, CHILDONE	4 yrs F	NHS Test01, Physician - Paedi 02/10/2024 20:52	CH Paediatric Clinic SCS		Paediatrics asthma medicatio	F	MINISTRY OF HE	Not Started
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List Maintenance

NOTE: Do not click on patient name, that will launch you into the chart

The referral case details will open. Note that the refer to location has not been completed.

- Click the Edit button to add the Refer to Location if it has not been completed.
- Click on the magnifying glass beside the **Refer to Provider** to add the refer to location.

ZZLESTMINNLF, MOUSE 3 yrs Female 008:09 SEP 2021 MRX: 110015							
This referral has not yet been started. Click the ?	Start Referral' button to prepare for sending.			Start Referral			
Status: Not Started Edit Substatus: Edit				Lunassigned Assign to me Assign Case Number: 64601			
Summary Comments Documents Case Details	Insurance Scheduling			Edit			
Medical Service Paediatrics	Referral Reason sob	Codified Reason	Treatment to Date	Referral Type			
Refer from Provider NHS Test02, Physician - Emergency Medicine	Refer from Location Niagara Falls Site/NF ED	Referral Written Date 05/27/2024	Requested Start Date 05/27/2024	Service By Date			
Refer to Provider	Refer to Location	Priority Standard	Instructions to Staff	Order Comment			









- 12. The provider search window will open.
- 13. Change the search by to **Practice** and search for the CH Paediatric Clinic to add.
- 14. Click on the clinic.
- 15. Click Accept in the bottom right
- 16. Click the **Save** button in the bottom right.
- 17. Click Start Referral.
- 18. Click Generate.

19. Click Send.

Provider Search	52
Search: Paed	
Qualifiers:	*
Search by: Practice	Search Cear
CN Paedatric Clinic SCS	Peduzies Within Health System 2 Providers Analzie
Parels Clinical Decision Unit SCS	Pedutris Within Hulls System 2 Provides Analosi
Welland Paediatric Associates 390 Lincoln Street, Welland, Ontario L38 494	within Health System





The referral will stay in a **Pending Acceptance** state until the

The Referral is now gone for the Paediatrician to review and triage.

Paediatric has accepted the referral.





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