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.

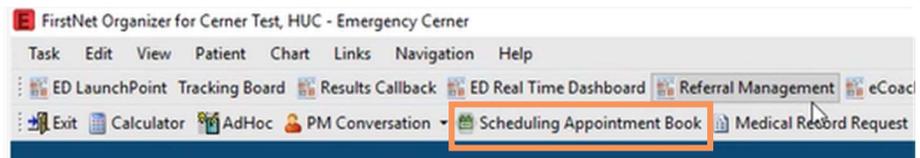### Referral to Paediatric Acute Rapid Assessment Clinic (PARC) Order

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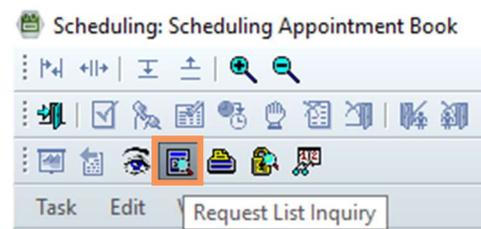
Note: Patient must leave the ED/UCC with their PARC appointment information

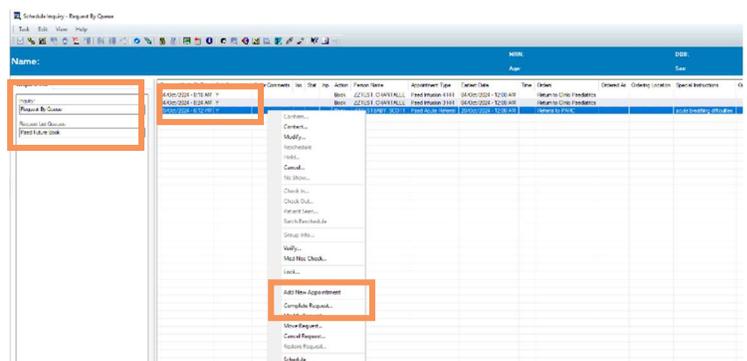### Steps to Schedule the Appointment

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

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**
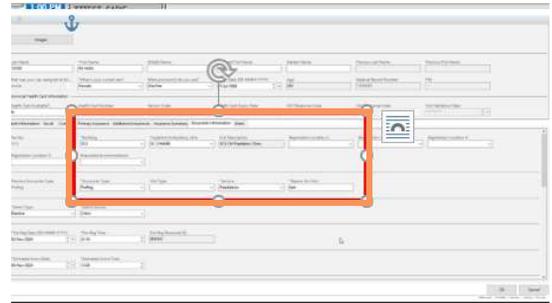
The Encounter Selection box will open. Click **Add Enc.**

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.
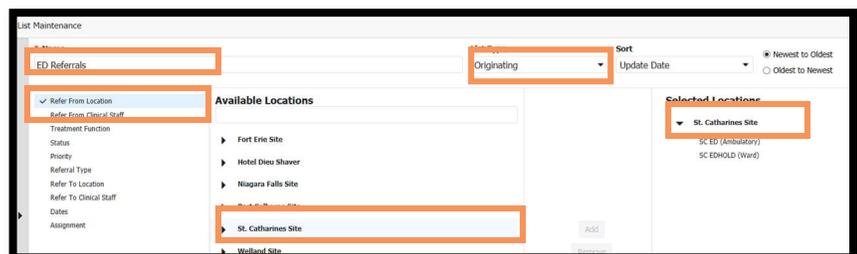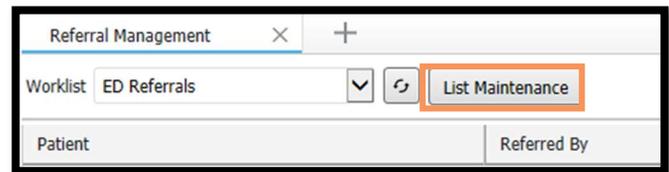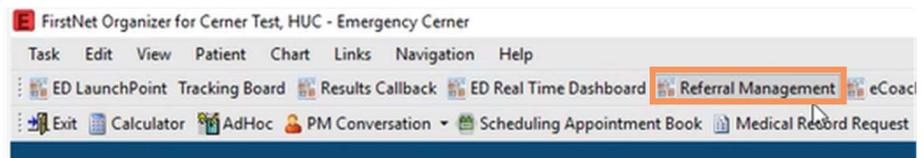

Paediatric Consultation Clinic Referral Order

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:

1. Click the **Referral Management** button.

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

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

7. Look at the Refer To column for CH.

8. Click on the Status column to filter your referrals by **Status**. Look for the **Not Started**.

9. Click in the blue box for the referral you would like to process.

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.

10. Click the **Edit** button to add the **Refer to Location** if it has not been completed.

11. Click on the magnifying glass beside the **Refer to Provider** to add the refer to location.

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.**

The referral will stay in a **Pending Acceptance** state until the Paediatric has accepted the referral.

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