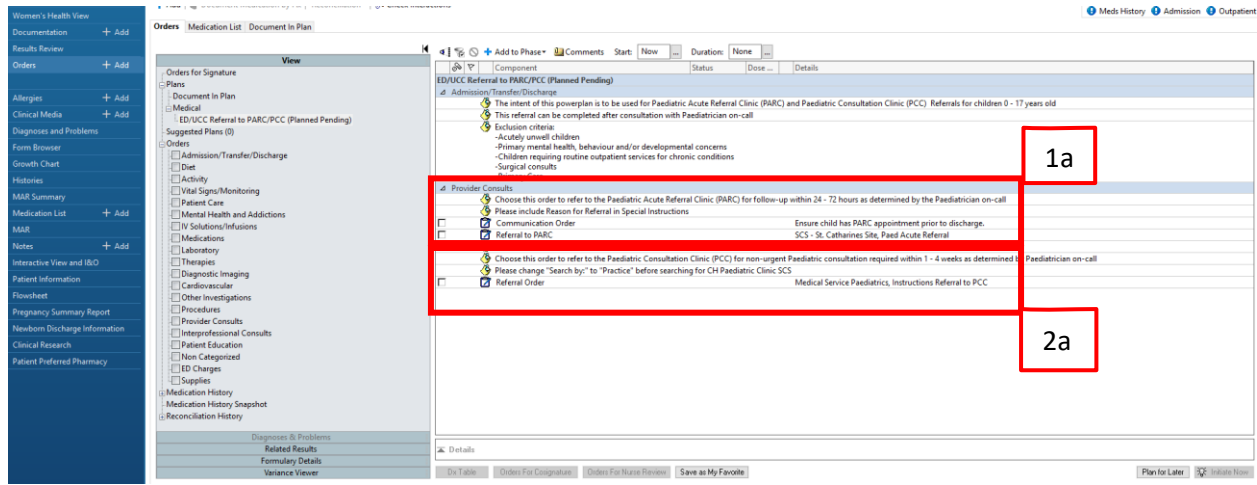


ED/UCC Referrals to Paediatric Outpatient Clinics

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 all Niagara Site. **This powerplan is to be used by the ED/UCC Physician ONLY after consultation with the On-Call Paediatrician.**

Power Plan: ED/UCC Referral to PARC/PCC



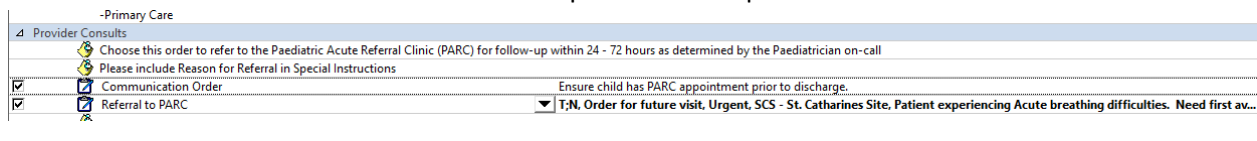
The screenshot shows the 'ED/UCC Referral to PARC/PCC (Planned Pending)' powerplan. The 'Provider Consults' section contains the following options:

- Choose this order to refer to the Paediatric Acute Referral Clinic (PARC) for follow-up within 24 - 72 hours as determined by the Paediatrician on-call
- Please include Reason for Referral in Special Instructions
- Communication Order
- Referral to PARC
- Choose this order to refer to the Paediatric Consultation Clinic (PCC) for non-urgent Paediatric consultation required within 1 - 4 weeks as determined by the Paediatrician on-call
- Please change "Search by:" to "Practice" before searching for CH Paediatric Clinic SCS
- Referral Order

Red boxes labeled '1a' and '2a' highlight the 'Referral to PARC' and 'Referral Order' options, respectively.

Physician Orders

- ED/UCC Physician will consult with the On-Call Pediatrician and place either:
 - Referral to PARC (Paediatric Acute Referral Clinic)
 - Reason for Referral needs to be captured in the Special Instructions.



The screenshot shows the 'Provider Consults' section with the following options:

- Choose this order to refer to the Paediatric Acute Referral Clinic (PARC) for follow-up within 24 - 72 hours as determined by the Paediatrician on-call
- Please include Reason for Referral in Special Instructions
- Communication Order
- Referral to PARC

The 'Special Instructions' field contains the text: "Patient experiencing Acute breathing difficulties. Need first available appointment."



The screenshot shows the 'Details for Referral to PARC' form with the following fields:

- Requested Start Date/Time: **/**/****
- Priority: Urgent
- Special Instructions: Patient experiencing Acute breathing difficulties. Need first available appointment.
- Order for future visit: Yes (selected)
- *Scheduling Location: SCS - St. Catharines Site
- *Appointment Type: Paed Acute Referral

The 'Special Instructions' field is highlighted with a red box.

OR

2a. Referral Order: in Refer to window choose CH Paediatric Clinic SCS

Choose this order to refer to the Paediatric Consultation Clinic (PCC) for non-urgent Paediatric consultation required within 1 - 4 weeks as determined by Paediatrician on-call

Please change "Search by:" to "Practice" before searching for CH Paediatric Clinic SCS

Referral Order Medical Service Paediatrics, Instructions Referral to PCC

Referral Provider Lookup

Search: CH Paed

Qualifiers: +

Search by: Practice Include external practices

Search Clear

CH Paediatric Clinic SCS

Pediatrics
 Within Health System
 2 Providers Available

Refer to: Provider Not Specified
 CH Paediatric Clinic SCS, --.

Details for Referral Order

Details | Order Comments | Offset Details | Diagnoses

Requested Start Date/Time: **/**/**** EDT

*Reason for Referral: Breathing Difficulties

*Service: Paediatrics

Referral Type: [Dropdown]

Treatment To Date: [Empty Field]

Urgent: Yes No

Refer to: Provider Not Specified
 CH Paediatric Clinic SCS, --.

Instructions to Staff: Referral to PCC

- Once the appropriate referral has been completed in the powerplan. Select initiate now followed by on the bottom right hand corner.
- Click "Sign" on the bottom right hand corner and refresh window to see your order. 0 minutes ago

ED/UCC WARD CLERK

Referral to PARC Order: will route to the scheduling queue.

IMPORTANT: Patient must leave the ED/UCC with their PARC appointment information
 Please refer to the scheduling tip sheets for more scheduling information

FirstNet Organizer for Cerner Test, HUC - Emergency Cerner

Task Edit View Patient Chart Links Navigation Help

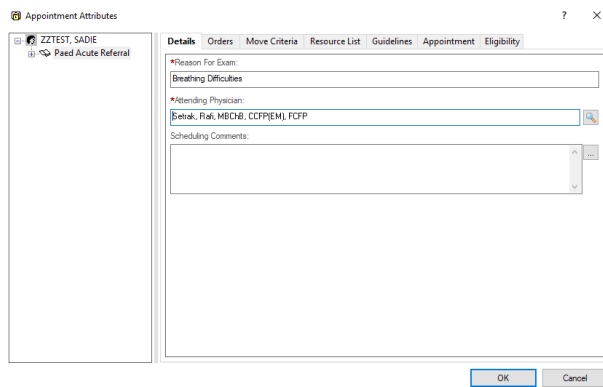
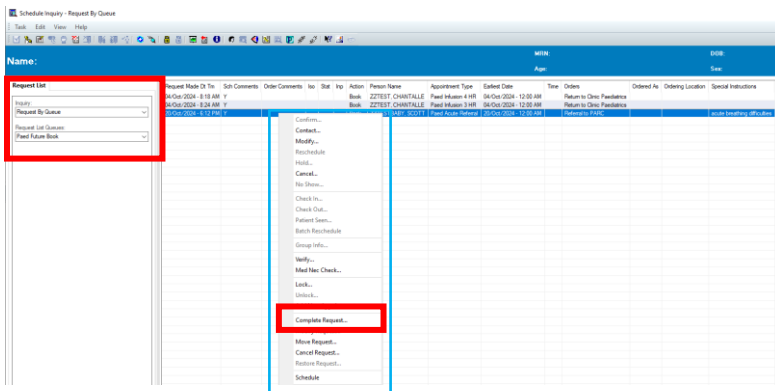
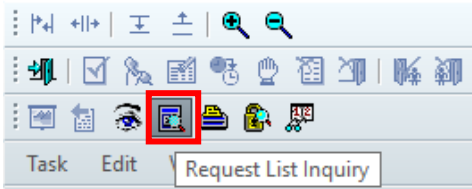
ED LaunchPoint Tracking Board Results Callback ED Real Time Dashboard Referral M

Exit Calculator AdHoc PM Conversation Scheduling Appointment Book M

1. From the tool bar launch into the scheduling appointment book.

ED/UCC PAED Clinic Referrals HIS Tip Sheet

Scheduling: 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 Rquest 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.
6. Once the patient is highlighted blue right click and a menu will open.
7. Click the “complete request” button.
8. The Appointment Attributes box will open.
 - a. Complete the reason for exam
 - b. Complete the attending physician
 - c. Click OK
9. Book the appointment into the 1st

ED/UCC PAED Clinic Referrals HIS Tip Sheet

Work in progress:

ZZTEST, PEDSCDU
 Paed Acute Referral (Thursday, 24/Oct/2024)
 Current Schedule
 SC CHAMB
 Resource
 Patient

Suggested Schedules

Patient	Appointment Location	Appointment Type	Primary Order	Scheduled Date/Time	Patient Duration
ZZTEST, PEDSCDU	SC CHAMB	Paed Acute Referral	Referral to PARC		0 Minutes

Suggest Criteria Preferences

Appointment Date
 Date range: 03/Nov/2024 - 24/Oct/2025
 Schedule in: 1 Days From: 24/Oct/2024
 Date restrictions: Next 2 Days

Appointment Time
 Time range: 0000 - 2355
 Time restrictions: AM Only

Pat Dur Pat Date/Time Person Appt Date/Time

1 Hours	04/Nov/2024 - 12:00 PM	ZZTEST, PEDSCDU	04/Nov/2024
1 Hours	04/Nov/2024 - 12:15 PM	ZZTEST, PEDSCDU	04/Nov/2024
1 Hours	04/Nov/2024 - 12:30 PM	ZZTEST, PEDSCDU	04/Nov/2024
1 Hours	04/Nov/2024 - 12:45 PM	ZZTEST, PEDSCDU	04/Nov/2024
1 Hours	04/Nov/2024 - 1:00 PM	ZZTEST, PEDSCDU	04/Nov/2024
1 Hours	04/Nov/2024 - 1:15 PM	ZZTEST, PEDSCDU	04/Nov/2024
1 Hours	04/Nov/2024 - 1:30 PM	ZZTEST, PEDSCDU	04/Nov/2024
1 Hours	04/Nov/2024 - 1:45 PM	ZZTEST, PEDSCDU	04/Nov/2024
1 Hours	04/Nov/2024 - 2:00 PM	ZZTEST, PEDSCDU	04/Nov/2024
1 Hours	04/Nov/2024 - 2:15 PM	ZZTEST, PEDSCDU	04/Nov/2024
1 Hours	04/Nov/2024 - 2:30 PM	ZZTEST, PEDSCDU	04/Nov/2024
1 Hours	04/Nov/2024 - 2:45 PM	ZZTEST, PEDSCDU	04/Nov/2024
1 Hours	04/Nov/2024 - 3:00 PM	ZZTEST, PEDSCDU	04/Nov/2024
1 Hours	04/Nov/2024 - 3:15 PM	ZZTEST, PEDSCDU	04/Nov/2024
1 Hours	04/Nov/2024 - 3:30 PM	ZZTEST, PEDSCDU	04/Nov/2024

Buttons: Move, Next, Clear, Schedule, Confirm, Recur, Suggest

10. Click on the suggest button. And the “suggested schedules” screen will populate.
11. Add the Criteria you would like to search by ie: 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.

Confirm

Name: ZZTEST, SADIE MRN: 11000289 DOB: 08/Jun/2015
 Age: 9 Years Sex: Female

ZZTEST, SADIE Med Rec Nbr: 11000289

Allergies: No Known Allergies

24/Oct/2024 - 1:00 PM 1 Hour(s) Paed Acute Referral SC CHAMB Paed Acute Ref Clinic

Orders: Referral to PARC

Buttons: Options, Print, Print ASN, OK, Cancel

10. An appointment confirmation will open.
11. Print the confirmation and/or appointment will populate in discharge instructions click OK
12. The Encounter Selection box will open. Click Add Enc
13. Complete a PreReg Encounter information.
14. ED/UCC Ward Clerk will give the appointment to the Primary Nurse to give to the family.
15. Family will leave the ED with a PARC appointment.

Encounter Selection

FIN	Enc Type	Disch Date	Admt Type	Facility	Nurse Unit	Encounter Prnt	Provider Name	Reg Date	Active D
22-006303	Emergency		NFS	NF ED				21/Oct/2024 - 11:30 AM	31/Oct/2024
22-006024	Emergency		NFS	NF ED				21/Oct/2024 - 10:50 AM	21/Oct/2024

Buttons: Modify, Add Enc, OK, Cancel

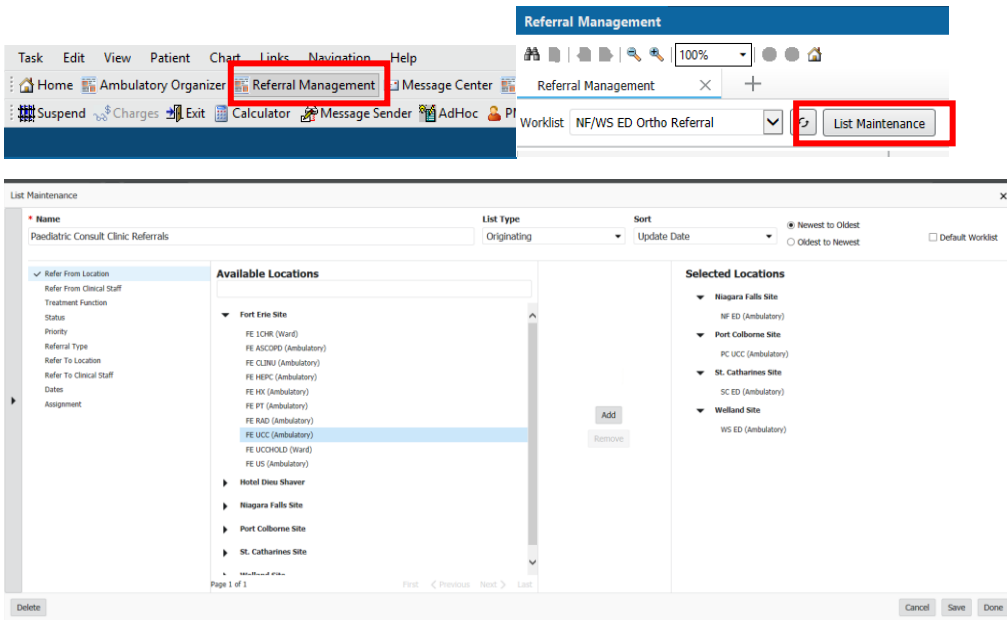
Paediatric Consultation Clinic Referral Order:

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.

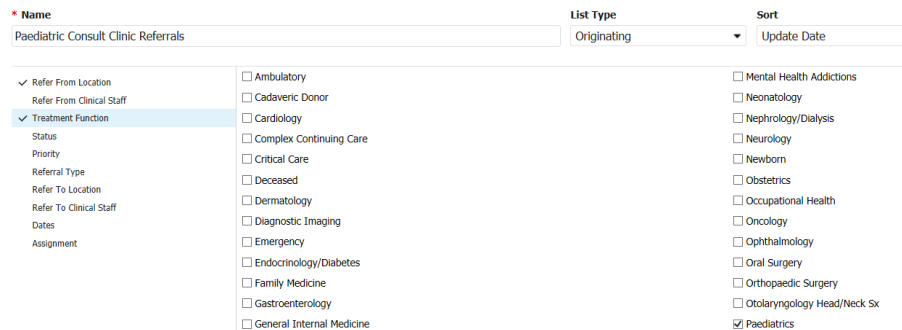
IMPORTANT: Paediatric Ambulatory Ward Clerk will call and provide appointment details to the patient/family within 3 business day.

NOTE: refer to Referral management tip sheets.

- Referral Management: Originating/Receiving List Maintenance
- Referral Management: Sending an Internal Referral



- Click on the Referral Management Button.
- Once Referral Management Opens.
- Complete the 1x set-up of your Referral List.
- Click on List Maintenance
- Name your list
- Click refer from location.
- Select the ED and UCC form each site and add to your “selected locations”
- Click Save when you have added all locations.



- Click Treatment Function.
- Select the Paediatrics
- Click Save.

Your referral list is now set up

ED/UCC PAED Clinic Referrals HIS Tip Sheet

Patient	Referred By	Referred To	Assigned To	Requested Serv...	Indicators	Insurance	Status	Priority	Last Updated D...	Requested Start...
*ZZTEST, PEDSCDU 3 yrs F	Corner Test, Physic... 24/10/2024 11:01	CH Paediatric Clinic...		Paediatrics sob			Not Started	Standard	24/10/2024 11:01	24/10/2024
*ZZTEST, AMANDA 36 yrs M	NHS Test02, Physic... 24/10/2024 09:15			Paediatrics cough			Not Started	Standard	24/10/2024 09:15	24/10/2024
ZZTESTMINNIE, MOUSE 3 yrs F	NHS Test02, Physic... 27/05/2024 13:49			Paediatrics sob			Not Started	Standard	27/05/2024 13:49	27/05/2024

12. Your filtered list of referrals for Paediatric referrals will display.

13. Click on the Status column to filter your referrals by "Status".

14. To ensure a manageable Refer List: the suggestion would be to go into "List Maintenance" and also click on the "Status" filter and only add the "status" you would like to see. This will reduce the size of your list.

ie: Not Started and Pending Acceptance.

List Maintenance

* Name: Paediatric Consult Clinic Referrals

List Type: Originating

Sort: Update Date

Newest to Oldest
 Oldest to Newest

Available Filters:

- Refer From Location
- Refer From Clinical Staff
- Treatment Function
- Status**
- Priority
- Referral Type
- Refer To Location
- Refer To Clinical Staff
- Dates
- Assignment

Available Statuses

Sent

- No substatus
- Appointment Time Passed
- Awaiting Documentation

Pending Acceptance

- No substatus
- Pending Prior Authorization
- Pending Review

Accepted

Selected Statuses

- Not Started**
- No substatus
- Prep for Send**
- No substatus
- Additional Information Needed
- Pending Prior Authorization

15. 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.

Patient	Referred By	Referred To	Assigned To	Requested Serv...	Indicators	Insurance	Status	Priority	Last Updated D...	Requested Start...
*ZZTEST, PEDSCDU 3 yrs F	Corner Test, Physic... 24/10/2024 11:01	CH Paediatric Clinic...		Paediatrics sob			Not Started	Standard	24/10/2024 11:01	24/10/2024
*ZZTEST, AMANDA 36 yrs M	NHS Test02, Physic... 24/10/2024 09:15			Paediatrics cough			Not Started	Standard	24/10/2024 09:15	24/10/2024
ZZTESTMINNIE, MOUSE 3 yrs F	NHS Test02, Physic... 27/05/2024 13:49			Paediatrics sob			Not Started	Standard	27/05/2024 13:49	27/05/2024

ZZTESTMINNIE, MOUSE
3 yrs Female DOB: 09 SEP 2021 MRN: 11001586 FIN: 22-001712

This referral has not yet been started. Click the 'Start Referral' button to prepare for sending.

Status: **Not Started** Edit Unassigned Assign to me Assign Case Number: 64601

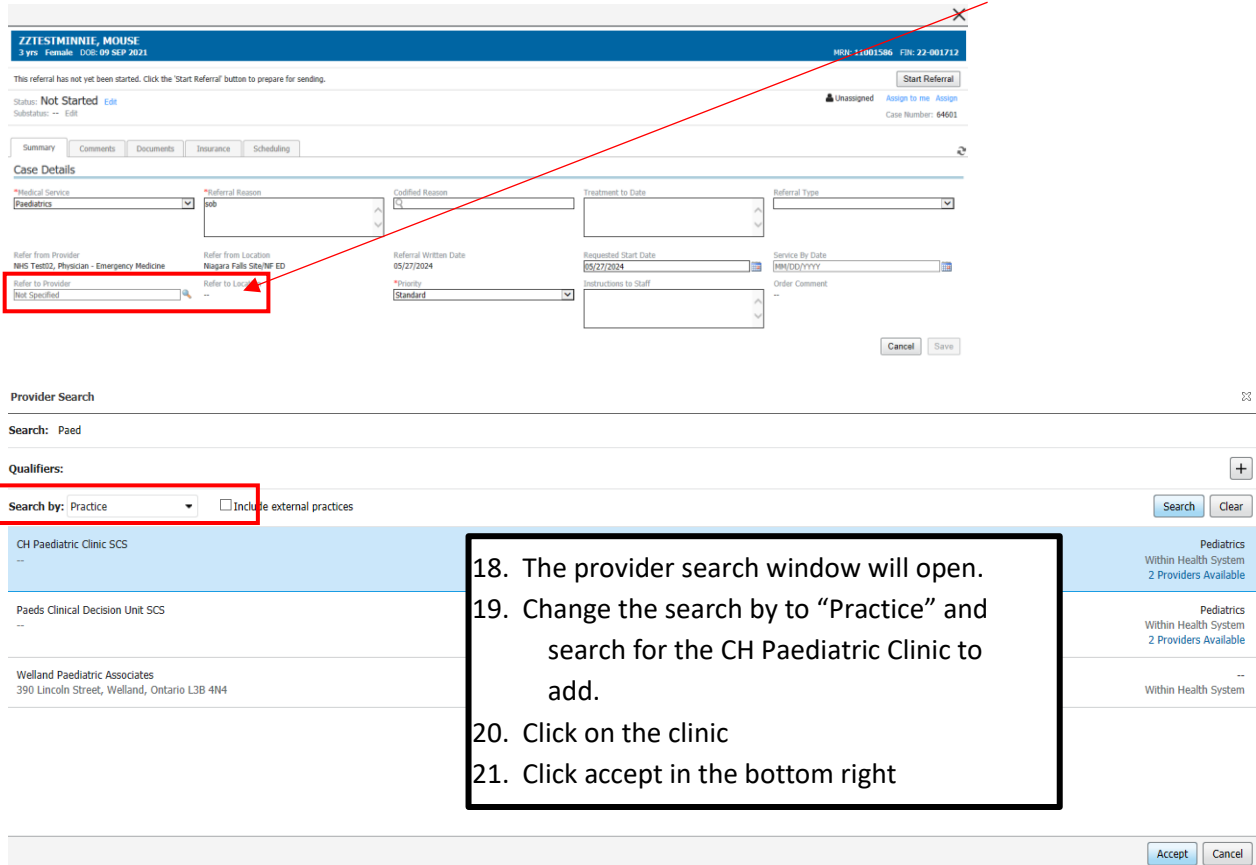
Summary | Comments | Documents | Insurance | Scheduling

Case Details 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 --

ED/UCC PAED Clinic Referrals HIS Tip Sheet

- The referral case details will open and you will 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



ZZTESTMINNIE, MOUSE
 3 yrs Female DOB: 09 SEP 2021 MRN: 11001586 FIN: 22-001712

This referral has not yet been started. Click the 'Start Referral' button to prepare for sending.

Status: **Not Started** Edit
 Substatus: -- Edit

Unassigned Assign to me Assign Case Number: 64601

Start Referral

Summary Comments Documents Insurance Scheduling

Case Details

Medical Service Paediatrics	Referral Reason SB	Classified Reason C1	Treatment to Date	Referral Type
Refer from Provider NH5 Test02, Physician - Emergency Medicine	Refer from Location Niagara Falls Ste/NF ED	Referral Written Date 05/27/2024	Requisition Start Date 05/27/2024	Service By Date MM/DD/YYYY
Refer to Provider Not Specified	Refer to Location --	Priority Standard	Instructions to Staff	Order Comment

Cancel Save

Provider Search

Search: Paed

Qualifiers: Include external practices

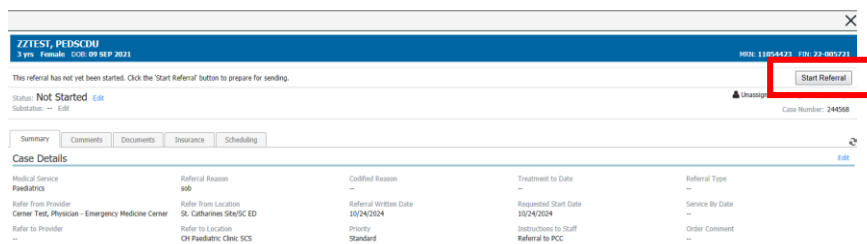
Search by: Practice Include external practices

Search Clear

CH Paediatric Clinic SCS --	Pediatrics Within Health System 2 Providers Available
Paeds Clinical Decision Unit SCS --	Pediatrics Within Health System 2 Providers Available
Welland Paediatric Associates 390 Lincoln Street, Welland, Ontario L3B 4N4	-- Within Health System

Accept Cancel

- The provider search window will open.
- Change the search by to “Practice” and search for the CH Paediatric Clinic to add.
- Click on the clinic
- Click accept in the bottom right



ZZTEST, PEDSCDJ
 3 yrs Female DOB: 09 SEP 2021 MRN: 11004423 FIN: 22-001721

This referral has not yet been started. Click the 'Start Referral' button to prepare for sending.

Status: **Not Started** Edit
 Substatus: -- Edit

Unassigned Assign to me Assign Case Number: 24608

Start Referral

Summary Comments Documents Insurance Scheduling

Case Details

Medical Service Paediatrics	Referral Reason SB	Classified Reason --	Treatment to Date	Referral Type
Refer from Provider Center Test, Physician - Emergency Medicine Center	Refer from Location St. Catharines Ste/SC ED	Referral Written Date 10/24/2024	Requisition Start Date 10/24/2024	Service By Date
Refer to Provider --	Refer to Location CH Paediatric Clinic SCS	Priority Standard	Instructions to Staff Referral to PCC	Order Comment

Accept Cancel

- Click the “Save” button in the bottom right
 - Click “Start Referral”
 - Click “Generate”
 - 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.



ED/UCC PAED Clinic Referrals HIS Tip Sheet

ZZTEST, PEDSCDU
3 yrs Female DOB: 09 SEP 2021

Click the 'Generate' button when you are ready to send the referral.

Status: **Prep for Send** [Edit](#) Generate

Substatus: -- [Edit](#) Case Number: 244568

Summary | Comments | Documents | Insurance | Scheduling

Case Details

Medical Service Paediatrics	Referral Reason SOB	Codified Reason --	Treatment to Date --	Referral Type --
Refer from Provider Center Test, Physician - Emergency Medicine	Refer from Location St. Catharines Site/SC ED	Referral Written Date 10/24/2024	Requested Start Date 10/24/2024	Service By Date --
Refer to Provider --	Refer to Location CH Paediatric Clinic SCS	Priority Standard	Instructions to Staff Referral to PCC	Order Comment --

Referral Summary

Medical Service Paediatrics	Referral Reason SOB	Codified Reason --	Treatment to Date --	Referral Type --
Refer from Provider Center Test, Physician - Emergency Me...	Refer from Location St. Catharines Site	Referral Written Date 10/24/2024	Requested Start Date 10/24/2024	Service By Date --
Refer to Provider --	Refer to Location CH Paediatric Clinic SCS	Priority Standard	Instructions to Staff Referral to PCC	

Attached Documents

Date 10/31/2024	Subject Transition of Care/Referral Summary	Author NHS Test01, Clerk	Type Transition of care/Referral summary	Source CMM
--------------------	--	-----------------------------	---	---------------

Transition of Care generated successfully.

Cancel Send

ZZTEST, PEDSCDU
3 yrs Female DOB: 09 SEP 2021

Status: **Pending Acceptance** [Edit](#)
Substatus: -- [Edit](#)

Summary | Comments | Documents (1) | Insurance | Scheduling

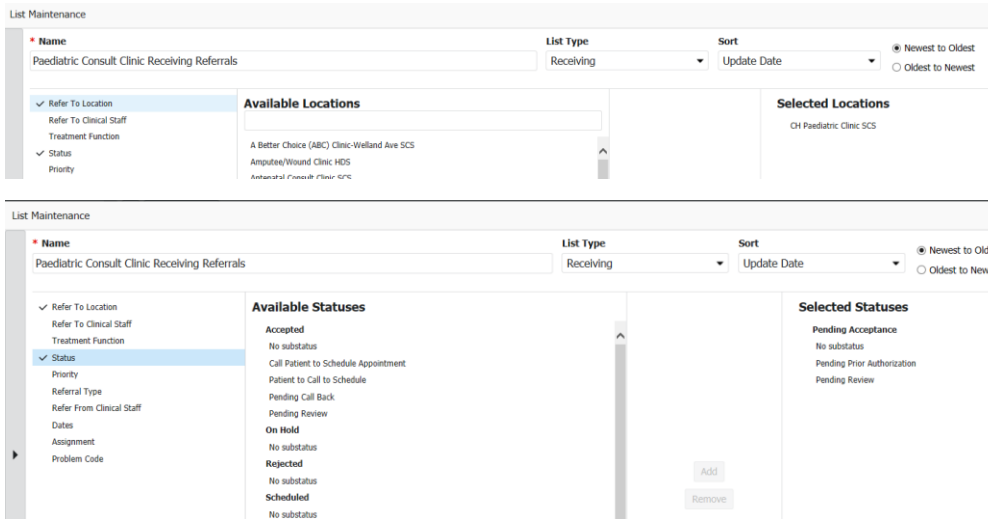
Case Details

PAEDIATRICIAN IN AMBULATORY CLINIC

4. Paediatrician in the Ambulatory Clinic each day will triage referrals through the Referral Management Receiving list.

Note: Refer to Referral Management Tip Sheets

- a. Referral Management: Originating/Receiving List
- b. Referral Management: Sending an Internal Referral



List Maintenance

Name: Paediatric Consult Clinic Receiving Referrals | List Type: Receiving | Sort: Update Date | Newest to Oldest

Available Locations

- A Better Choice (ABC) Clinic-Welland Ave SCS
- Amputee/Wound Clinic HDS
- Antenatal Consult Clinic SCS

Selected Locations

- CH Paediatric Clinic SCS

Available Statuses

- Accepted
- No substatus
- Call Patient to Schedule Appointment
- Patient to Call to Schedule
- Pending Call Back
- Pending Review
- On Hold
- No substatus
- Rejected
- No substatus
- Scheduled
- No substatus

Selected Statuses

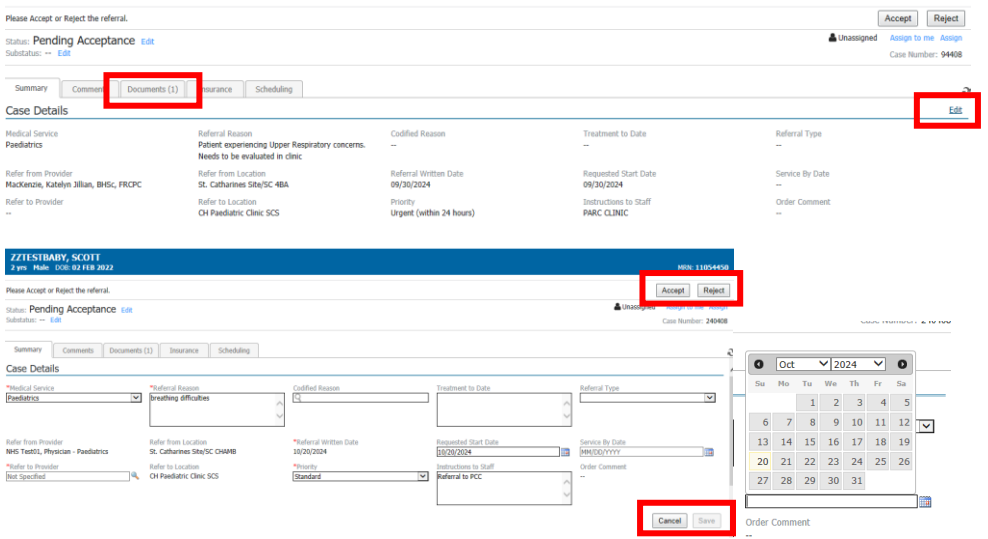
- Pending Acceptance
- No substatus
- Pending Prior Authorization
- Pending Review

1. Click on the Referral Management Button.
2. Once Referral Management Opens.
3. Complete the 1x set-up of your Referral List.
4. Click on List Maintenance
5. Name your list
6. Click refer to location.
7. Select the CH Paediatric Clinic
8. Click Save
9. To ensure a manageable Referral List: go into "List Maintenance" and also click on the "Status" filter and only add the "status" you would like to see. This will reduce the size of your list.



Referral Management	Name	Age	Gender	Referral Reason	Referral Date	Referral Location	Referral Type	Status	Priority	Last Updated
Paediatric Consult Clinic Receiving Referrals	ZZZTEST, PAEDS ONE	5 m	3 w	F	MacKenzie, Katelyn	CH Paediatric Clinic...	Paediatrics	Pending Acceptance	Urgent (within 24 h...	02/10/2024 21:...
	ZZZTEST, PEDSCDU	3 yrs	F	F	Cerner Test, Physic...	CH Paediatric Clinic...	Paediatrics	Pending Acceptance	Standard	31/10/2024 06:...

10. Once you have set up your list click the drop down to locate and open your list.
11. Referrals will be in a "Pending Acceptance" state.
12. Click the documents button to review documents attached to the referral.
13. Click the edit button and you can add a date you would like the child to be seen by (simple click on the calendar beside the field).
14. Click Save to complete.
15. Click Accept or Reject



Case Details

Medical Service: Paediatrics | Referral Reason: Patient experiencing Upper Respiratory concerns. Needs to be evaluated in clinic. | Codified Reason: -- | Treatment to Date: -- | Referral Type: --

Referral from Provider: MacKenzie, Katelyn Jillian, BHSC, FRCPC | Referral from Location: St. Catharines Site/SC 4BA | Referral Written Date: 09/20/2024 | Requested Start Date: 09/20/2024 | Service By Date: --

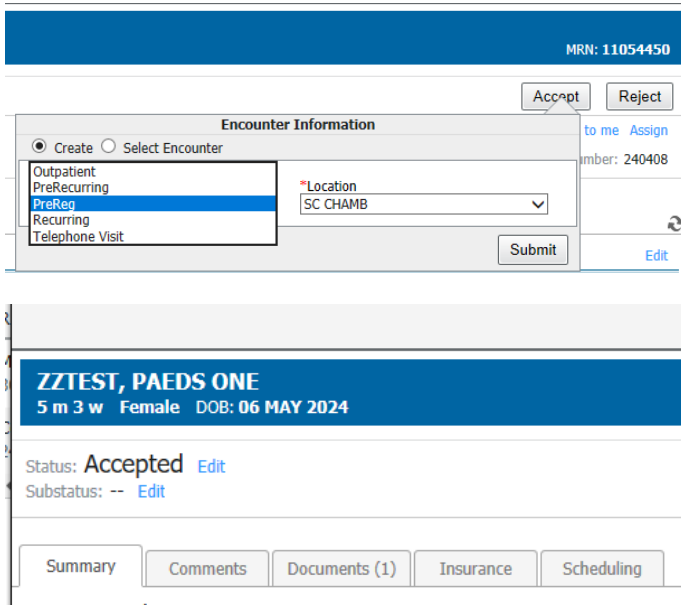
Referral to Provider: -- | Referral to Location: CH Paediatric Clinic SCS | Priority: Urgent (within 24 hours) | Instructions to Staff: PARC CLINIC | Order Comment: --

ZZZTEST, SCOTT | 3 yrs | Male | 036 13 FEB 2022 | MRN: 11024456 | Status: Pending Acceptance | Case Number: 24908

Referral Reason: Breathing difficulties | Referral Written Date: 10/20/2024 | Requested Start Date: 09/20/2024 | Priority: Standard | Referral to FCC

Calendar: Oct 2024

ED/UCC PAED Clinic Referrals HIS Tip Sheet



MRN: 11054450

Accept Reject

Encounter Information

Create Select Encounter

Outpatient
PreReg
 Recurring
 Telephone Visit

Location
 SC CHAMB

Submit Edit

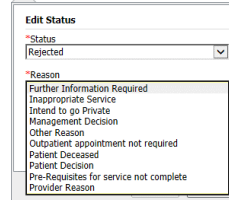
ZZTEST, PAEDS ONE
 5 m 3 w Female DOB: 06 MAY 2024

Status: Accepted Edit
 Substatus: -- Edit

Summary Comments Documents (1) Insurance Scheduling

1. Paediatrician will click “Accept”; “PreReg”; and Submit.
2. Status will update to “accepted”

Note: if Rejecting a drop down will appear and choose the reason.



Edit Status

*Status
 Rejected

*Reason
 Further Information Required
 Inappropriate Service
 Intend to go Private
 Management Decision
 Other Reason
 Outpatient appointment not required
 Patient Deceased
 Patient Decision
 Pre-Requisites for service not complete
 Provider Reason

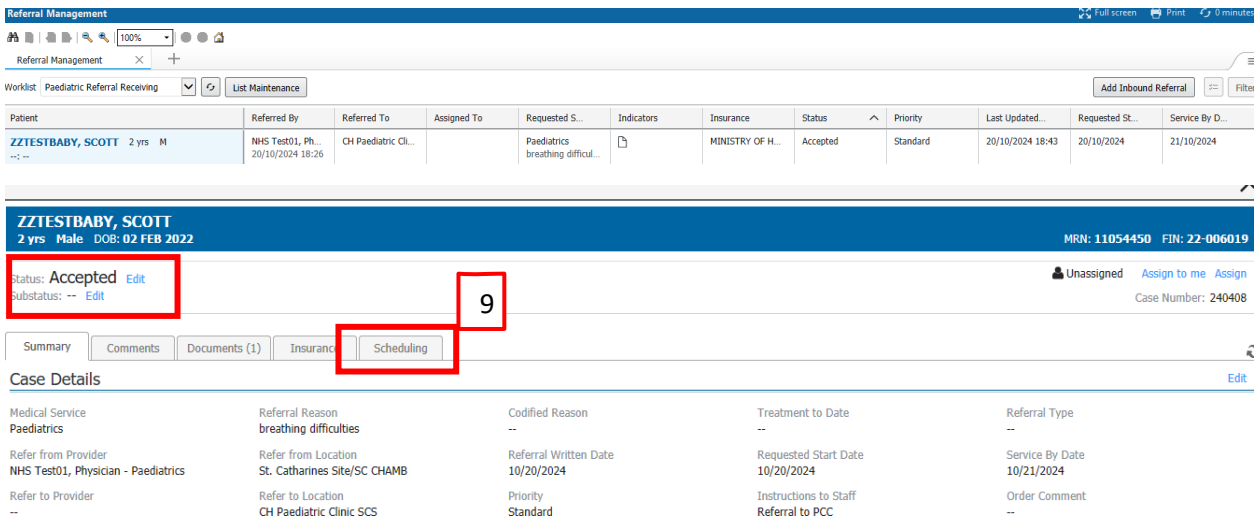
The Ward clerk will now be able to go in and schedule an appointment or send a “rejection letter” if appropriate.

***Follow tip sheet on provider letters.

PAEDIATRIC WARD CLERK

5. Once the referral is accepted and triaged the Paediatric Ward Clerk will go into referral management receiving list see that the referral has been “Accepted” and schedule the appointment.

NOTE: refer to scheduling tip sheets for how to schedule appointment.



Referral Management

100%

Referral Management

Worklist: Paediatric Referral Receiving List Maintenance Add Inbound Referral Filter

Patient	Referred By	Referred To	Assigned To	Requested S...	Indicators	Insurance	Status	Priority	Last Updated...	Requested ST...	Service By D...
ZZTESTBABY, SCOTT 2 yrs M	NHS Test01, PR... 20/10/2024 18:26	CH Paediatric Cli...		Paediatrics breathing difficul...		MINISTRY OF H...	Accepted	Standard	20/10/2024 18:43	20/10/2024	21/10/2024

ZZTESTBABY, SCOTT
 2 yrs Male DOB: 02 FEB 2022 MRN: 11054450 FIN: 22-006019

Status: Accepted Edit
 Substatus: -- Edit

Unassigned Assign to me Assign Case Number: 240408

Summary Comments Documents (1) Insurance Scheduling

Case Details

Medical Service Paediatrics	Referral Reason breathing difficulties	Codified Reason --	Treatment to Date --	Referral Type --
Refer from Provider NHS Test01, Physician - Paediatrics	Refer from Location St. Catharines Site/SC CHAMB	Referral Written Date 10/20/2024	Requested Start Date 10/20/2024	Service By Date 10/21/2024
Refer to Provider --	Refer to Location CH Paediatric Clinic SCS	Priority Standard	Instructions to Staff Referral to PCC	Order Comment --



ED/UCC PAED Clinic Referrals HIS Tip Sheet

6. Paediatric Ward Clerk will call the family with the Scheduled Appointment information for the child to return to the Paediatric Consultation Clinic.