

FEBRUARY 14, 2025

# ACCESSING THE CENTRAL INTAKE SOLUTION

CENTRAL INTAKE

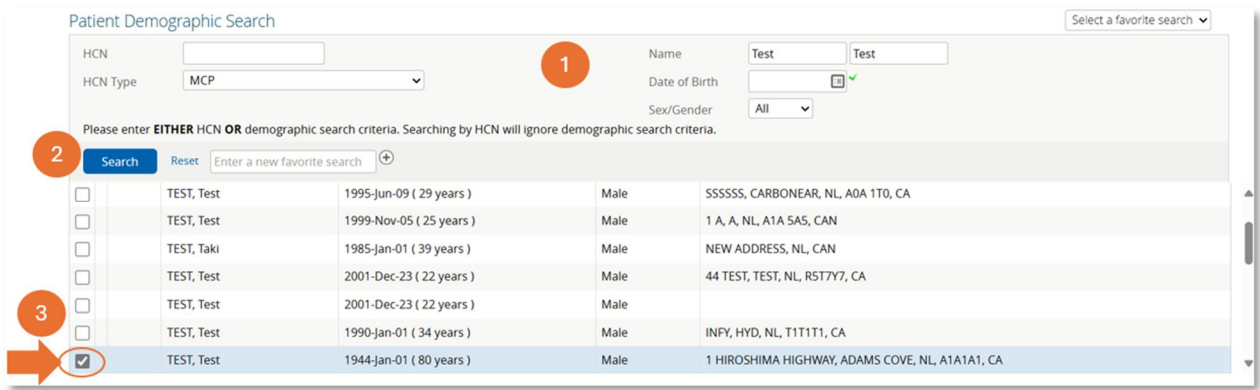


# Primary Care Provider / Optometrist / Clerks (Private Offices)

## Using Healthe NL

1. Login by entering your username and password.
2. In the **Patient Demographic Search** section, enter the criteria (step 1) to search for the patient who requires a referral for either Ophthalmology or Orthopedic services. Enter in the MCP as the **HCN Type** and if not available, enter the **Name** (First Name or Last Name) information. Click **Search** (Step 2) or hit **Enter**.

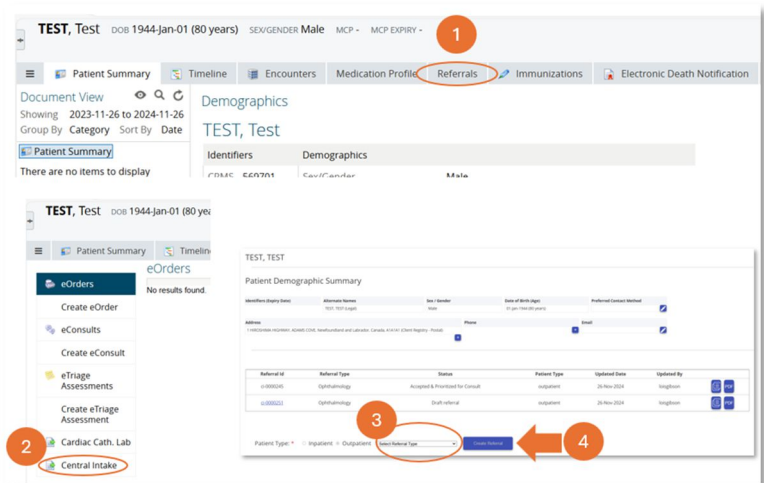
**NOTE:** Some users (for example, Optometrists and clerks in private offices) may only search by MCP.



3. From the list of patients displayed, select the correct patient (Step 3). Click the row to select the patient and the **Patient Summary** screen opens. You now are viewing a “patient in context” within Healthe NL.
4. Click the **Referrals** tab (Step 1) along the top.
5. Click **Central Intake** from left side menu (Step 2).
6. Click the drop-down list, **Select Referral Type**, and select Ophthalmology or Orthopedics (Step 3).
7. Click **Create Referral** (Step 4).
8. Refer to user guide “How to refer a patient for Ophthalmology Services” or “How to refer a patient for Orthopedic Services” to complete the referral.

**TIP**

Recently viewed or patients on the provider’s worklist will appear on the Patient Demographic Search page of Healthe NL.



## Using your EMR

1. Login to your **EMR** solution.
2. Search for and open the patient’s record who requires the referral service to Ophthalmology or Orthopedics.
3. Navigate to the Healthe NL icon on the top of the EMR page and click to open.
4. Within Healthe NL, click **Central Intake**.
5. Refer to user guide “How to enter a referral for Ophthalmology Services” or “How to enter a referral for Orthopedic Services” to complete the referral.

## User not found

Once you click on Central Intake (within HEALTHe NL or your EMR) and the **Central Intake – User Not Found** message is displayed, it indicates that your access to Central Intake has NOT been set up. The [HEALTHe NL Central Intake registration form](#) **must** be completed by clicking the link in the message.

### Central Intake - User Not Found

You are not authorized to access the Central Intake application.

If you require access to Central Intake, please visit [HEALTHeNL-Central Intake registration form](#) to indicate the required access. Please submit the registration form to [askCentralIntake@nlhealthservices.ca](mailto:askCentralIntake@nlhealthservices.ca)

# Central Intake Staff (CI Clerk or Clinical Staff)

1. From the left side menu, click **Referrals** to expand the list. Click **Central Intake**.
2. The **Referral Management** screen is displayed. You can work from this screen on any of the Wait 1 (W1) or Wait (W2) activities associated with the service line – Ophthalmology or Orthopaedics.



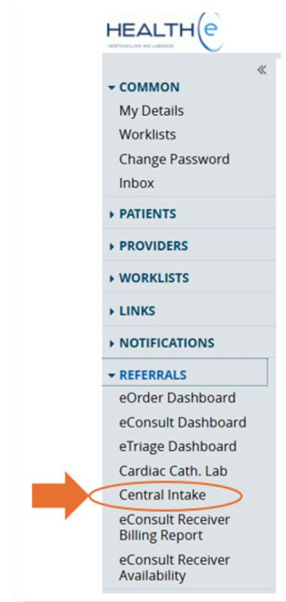
## Referral Management

### Ophthalmology

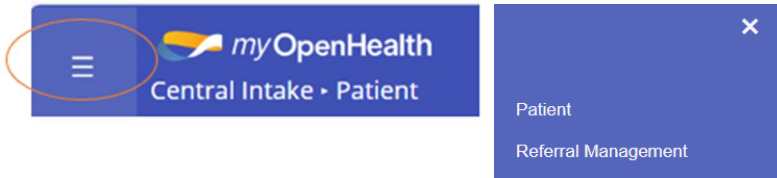
- [W1 - Referrals List](#)
- [W1 - Submitted for triage](#)
- [W1 - Paused for testing](#)
- [W1 - Specialist triage - All referrals \(Pool and Specific\)](#)
- [W1 - Ready for queuing - Specialist Appointment](#)
- [W1 - Ready to book with specialist](#)
- [W1 - Consult outcome](#)
- [W1 - Patient did not attend consult](#)
- [W1 - Inactive](#)
- [W2 - Referrals List](#)
- [W2 - Procedure Requested](#)
- [W2 - Decision to Treat](#)
- [W2 - Testing Required](#)
- [W2 - Incomplete Booking Package](#)
- [W2 - Ready for queuing - Procedure Appointment](#)
- [W2 - Ready to book for procedure](#)
- [W2 - Inactive](#)

### Orthopaedics

- [W1 - Referrals List](#)
- [W1 - Submitted for triage](#)
- [W1 - Injection clinic to be scheduled](#)
- [W1 - Paused for testing](#)
- [W1 - Specialist triage - All referrals \(Pool and Specific\)](#)
- [W1 - Ready for queuing - Specialist Appointment](#)
- [W1 - Ready to book with specialist](#)
- [W1 - Consult outcome](#)
- [W1 - Patient did not attend consult](#)
- [W1 - Inactive](#)
- [W2 - Referrals List](#)
- [W2 - Decision to Treat](#)
- [W2 - Procedure Requested](#)
- [W2 - Incomplete Booking Package](#)
- [W2 - Ready for queuing - Optimization Appointment](#)
- [W2 - Ready to book for optimization](#)
- [W2 - Ready for queuing - Procedure Appointment](#)
- [W2 - Ready to book for procedure](#)
- [W2 - Inactive](#)



3. In addition, you can click on the 3-line icon (called a 'hamburger menu') in the top left corner to display the Central Intake menu. From here, you can open the Patient's screen. This menu allows you to switch between Patient and Referral Management.



4. Refer to the appropriate user guides to continue working on a particular task within the service area.