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.
- 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.

Patient Dem	nographic Search					Select a favorite search
HCN			Na	me	Test Test	
HCN Type	MCP	~	Da	te of Birth		
			Sex	/Gender	All 🗸	
Please enter	EITHER HCN OR demog	raphic search criteria. Searching by HCN will ig	nore demographic searc	h criteria.		
Search	Reset Enter a new t	favorite search				
	TEST, Test	1995-Jun-09 (29 years)	Male	SSSS	55, CARBONEAR, NL, A0A 1T0, CA	
	TEST, Test	1999-Nov-05 (25 years)	Male	1 A, A	, NL, A1A 5A5, CAN	
	TEST, Taki	1985-Jan-01 (39 years)	Male	NEW	ADDRESS, NL, CAN	
	TEST, Test	2001-Dec-23 (22 years)	Male	44 TE	ST, TEST, NL, R5T7Y7, CA	
	TEST, Test	2001-Dec-23 (22 years)	Male			
		1990 Jap 01 (24 years)	Male	INFY,	HYD, NL, T1T1T1, CA	
	TEST, Test	1990-jail-01 (94 years)	marc			

TEST, Test DOB 1944-Jan-01 (80 years) SEX/GENDER Male MCP - MCP EX

😑 😰 Patient Summary 📑 Timeline 📑 Encounters Medication Profile

Identifiers

TEST TEST

● Q C Demographics

Showing 2023-11-26 to 2024-11-26 Group By Category Sort By Date TEST, Test

eOrders

Document View

Patient Summary

There are no items to display

Create eConsult

Create eTriag

Cardiac Cath. La

TEST, Test DOB 1944-Jan-01 (80 yea

😑 😰 Patient Summary 📑 Timelin

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.

TIP

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

- 4. Click the **Referrals** tab (Step 1) along the top.
- 5. Click **Central Intake** from left side menu (Step 2).
- Click the drop-down list, Select Referral Type, and select Ophthalmology or Orthopedics (Step 3).
- 7. Click Create Referral (Step 4).
- 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.





Using your EMR

Kim Fernandez 66 years 07.Jan.1959 Female	Ins#: 329590078344	 Demog not validated This patient has not had a mammogram in the last 2 years. Please review for eligibility for mammogram. 	Next Gen Launch Summary Search						
Demog Visits Tasks	Bills Allg Meds	Profile Labs Invest Consults Imm	Goals Appt						
Demographics Synchronized - Last CR Verified: 16-Jan-2025 10:17 AM									
Identification									

- 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 <u>HEALTHENL-Central Intake registration</u>

form to indicate the required access. Please submit the registration form to

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 Orthopedics.

E My Open Health Central Intake • Referral Management Referral Management

Ophthalmology

- W1 Referrals List
- W1 Submitted for triage
- W1 Paused for testing
 W1 Specialist triage All referrals (Pool and Specific)
- <u>W1 Specialist triage All referrais (Pool and Specilic)</u>
 <u>W1 Ready for queuing Specialist Appointment</u>
- W1 Ready to book with specialist
- <u>W1 Consult outcome</u>
- 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 gueuing Procedure Appointment
- W2 Ready for queuing Procedure Appointme
 W2 Ready to book for procedure
- <u>W2 Inactive</u>

- 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
- <u>W2 Ready to book for optimization</u>
- <u>W2 Ready for queuing Procedure Appointment</u>
- 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.

