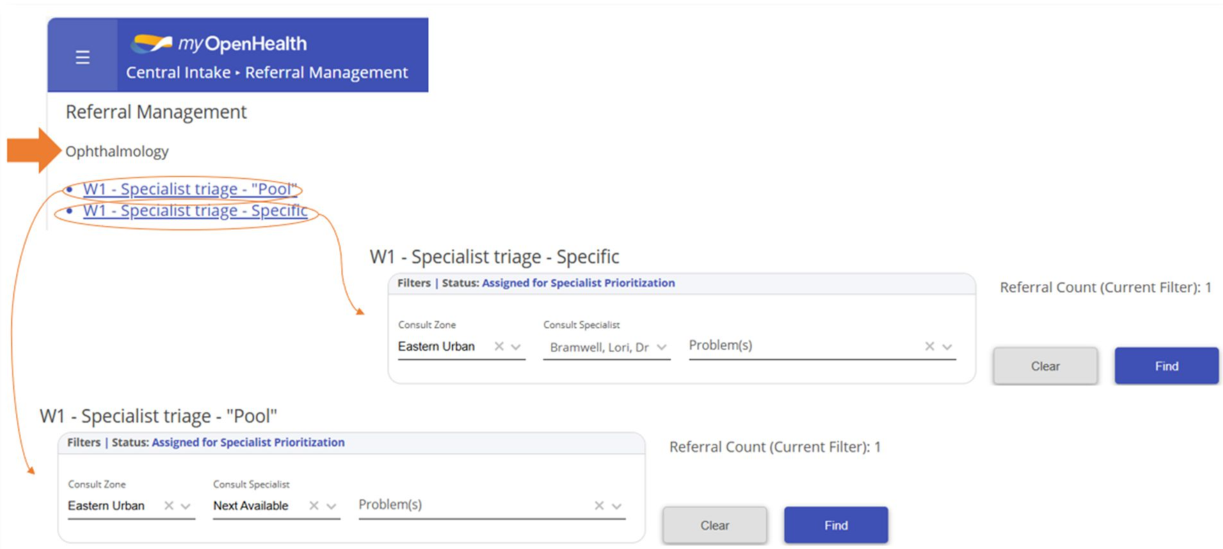
FEBRUARY 14, 2025

W1 - SPECIALIST TRIAGE OPHTHALMOLOGY SERVICES

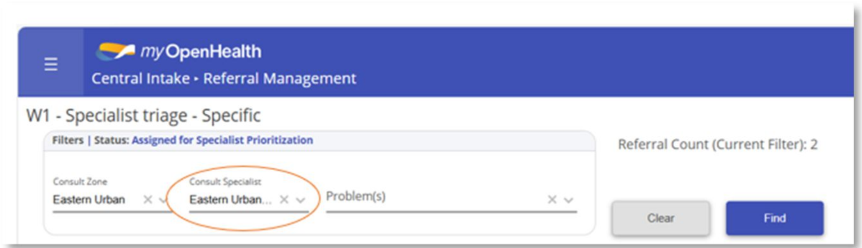
CENTRAL INTAKE

NL Health Services

1. **[Central Intake Ophthalmology Specialist]** Access Central Intake using **Healthe NL** to access the **Central Intake** solution. *Refer to the user guide "Accessing the Central Intake Solution" for more information.*
2. Navigate to **Referral Management**
3. Two options are available:
    a. Click **W1 – Specialist triage – "Pool"**: This option is a list of referrals that have been submitted by a provider for patient's seeking the **next available** specialist for consult.
    b. Click **W1 – Specialist triage – Specific**: This option is a list of referrals that have been submitted by a provider for a **specific ophthalmology specialist** identified for the consultation or those referrals that the Central Intake team cannot prioritize or have been identified as needing further action or cancellation. Not all referrals submitted will be displayed in the list; only those that have a status of **Ready to triage**.

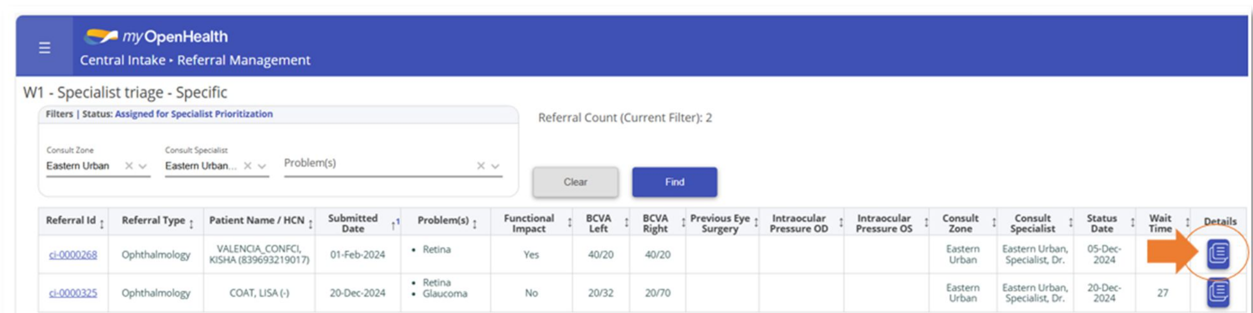


4. The Filters screen is displayed to allow the user to refine the search. If no options are selected, all referrals waiting for triage will be listed.
    a. **Consult Zone** – Select the specific health zone to view the referrals within the zone selected.
    b. **Problem(s)** – Select one or more problem areas to view (i.e., cataract, cornea, eyelids, etc.) to be included in the search.
    c. **Consult Specialist** (for W1 – Specialist triage – Specific **ONLY**) – Select the specialist's name from the list

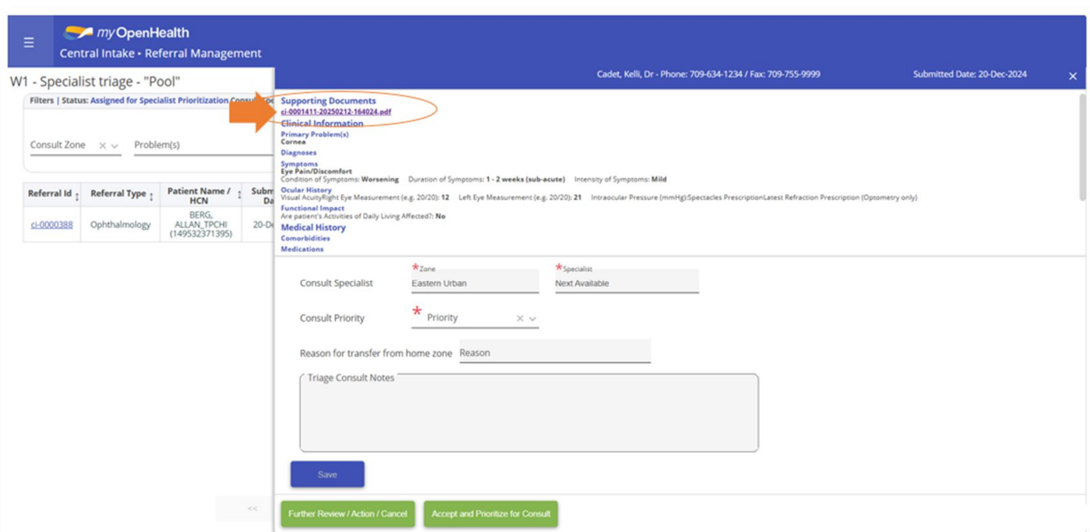


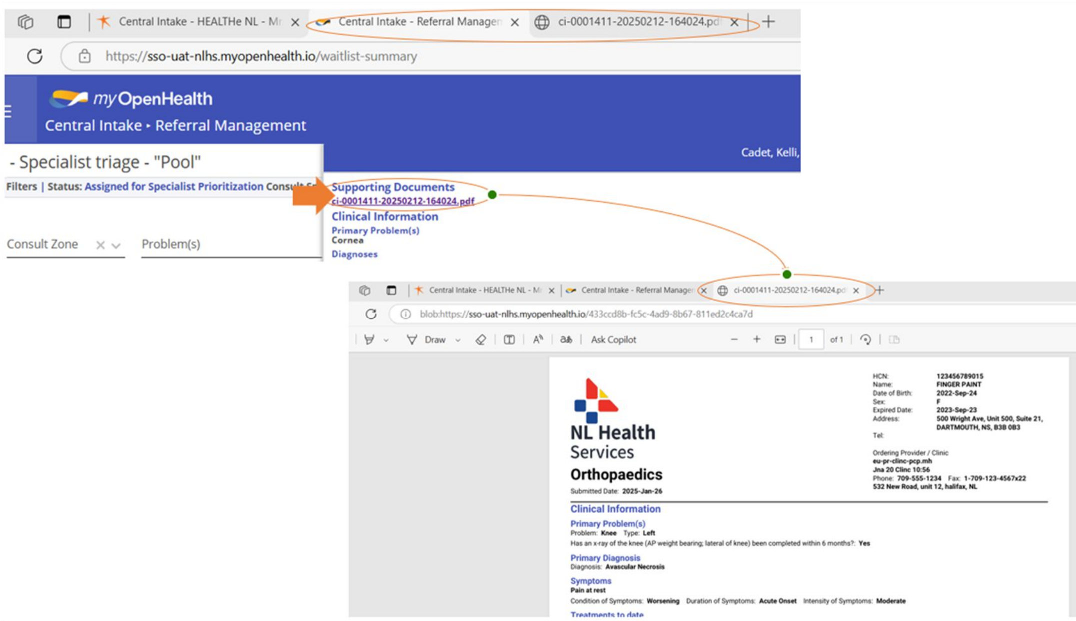
Option 1

5. From the list of referrals that need triage, click on the **page** icon  on the right-hand side (under the **Details** column).

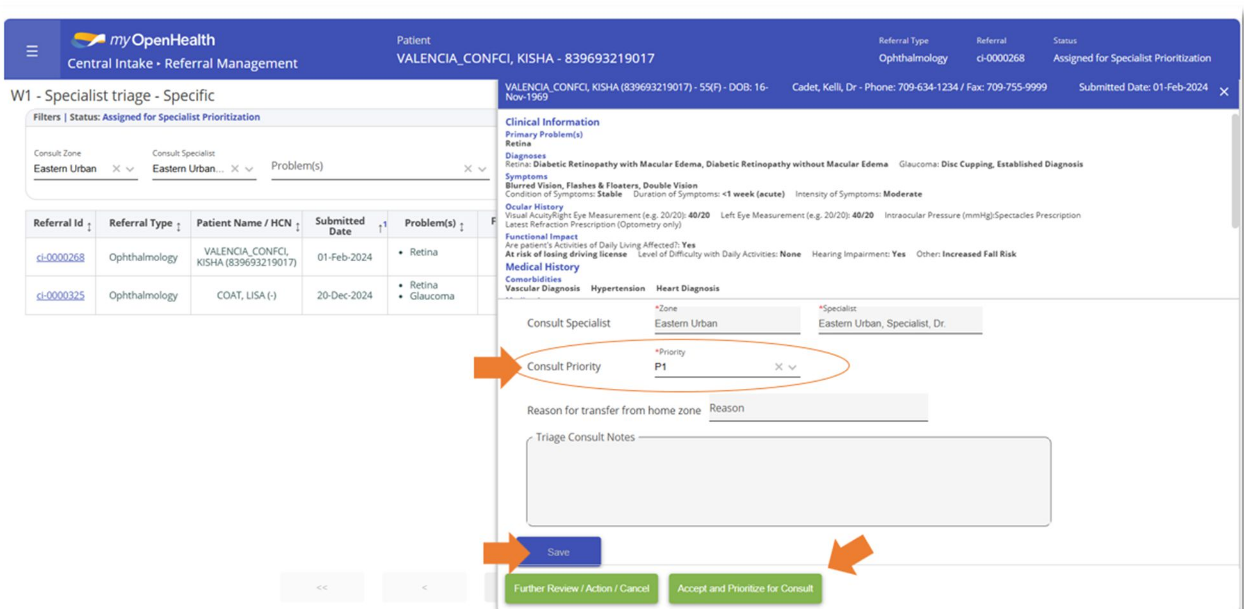


6. A pop-up window appears that provides a summary of the referral information submitted by the provider. At the top, link(s) to **Supporting Documents**, if any, are listed. **Click the link to open the file in a new tab on your browser.**

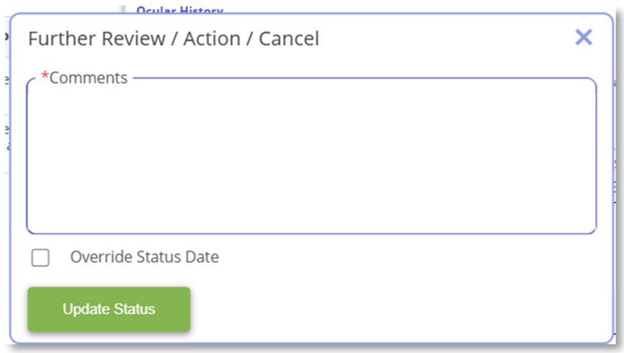




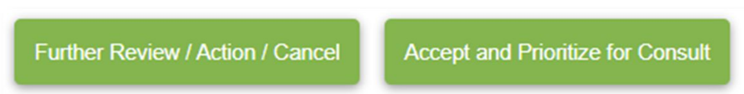
7. Assign a **Consult Priority** based on Clinical Triage. Click on the drop-down list to select.
    a. Consult Priority
    b. Reason for transfer from home zone
    c. Triage consult notes – a minimum of five (5) characters must be entered.
8. Click **Save**



9. Two options are available:
    a. **Further Review / Action / Cancel** is chosen when the referral is not ready to be accepted for a consult with the specialist as further actions (i.e., testing, medical management, etc.) may be required. Add notes / additional instructions to the Comments area so the CI team can follow up on the next steps for this referral.



b. **Accept and Prioritize for Consult** is chosen when the referral is accepted as an appropriate referral and for the prioritization process to be triggered to schedule the patient for a consult appointment.

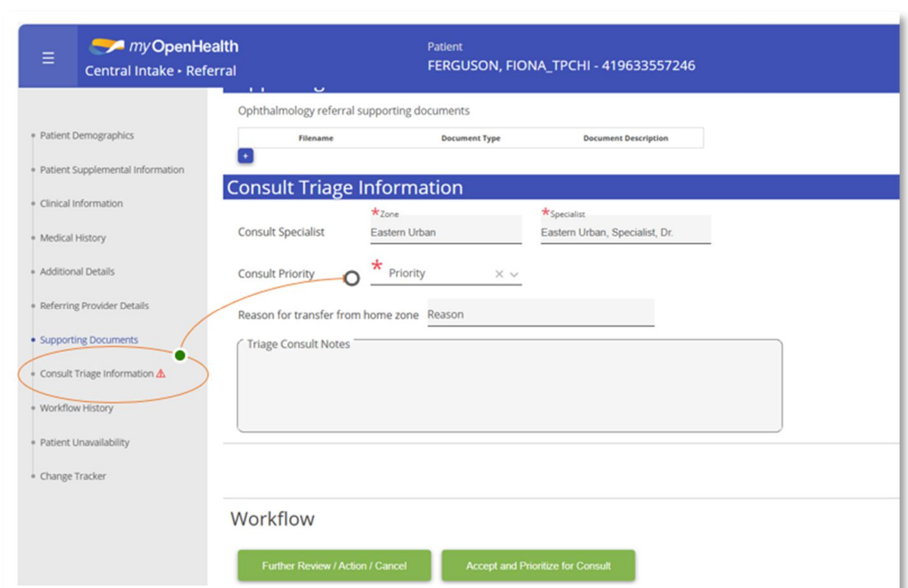


Option 2

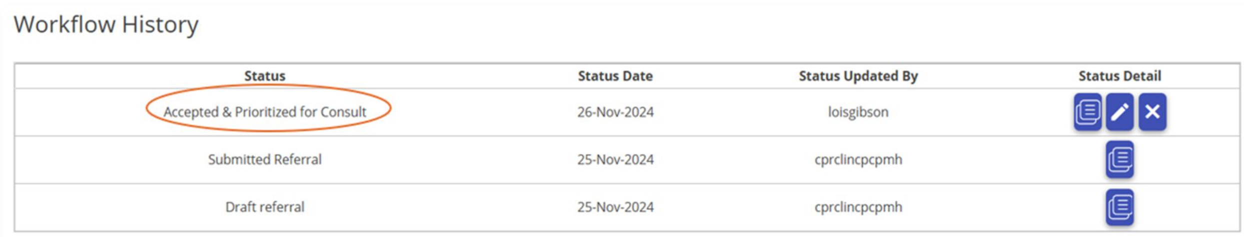
10. Select the appropriate patient referral you want to work with and click the link to open the referral.

Referral Id	Referral Type	Patient Name / HCN	Patient Home Zone	Submitted Date	PCP/Referring Physician	Book With Specialist	Problem(s)	Functional Impact	BCVA Left	BCVA Right	Previous Eye Surgery	Intraocular Pressure OD	Intraocular Pressure OS	Triage Consult Zone	Triage Consult Specialist	Status	Status Date	Wait Time
ci-0000245	Ophthalmology	TEST, TEST (-)	Central	25-Nov-2024	c-pr-clinc-pcp.mh	Next Available	• Cataract	No	6/12	6/18	None			Central	Dogar, Dr	Submitted Referral	25-Nov-2024	1

11. Review any details in the referral, as needed, by scrolling through the screen.
12. Scroll to the **Consult Triage Information** section (or click on the option from the menu on the left side).

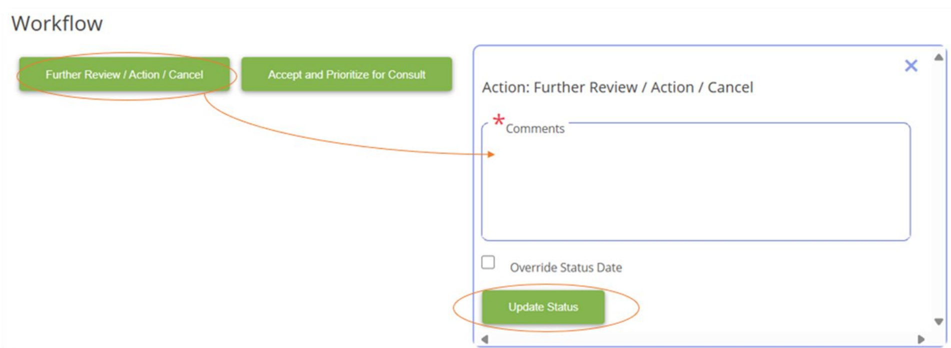


13. Assign a **Consult Priority** based on Clinical Triage. Click on the drop-down list to select.
    a. Consult Priority
    b. Reason for transfer from home zone
    c. Triage consult notes – a minimum of five (5) characters must be entered.
14. Click **Save.**
15. Click the **Accept and Prioritize for Consult** button.
16. Note that the **Status** now appears as **Accepted and Prioritized for Consult** in the **Workflow History** section including the date the status was assigned and who completed the task.


Workflow History

Status	Status Date	Status Updated By	Status Detail
Accepted & Prioritized for Consult	26-Nov-2024	loisgibson	
Submitted Referral	25-Nov-2024	cprclincpcpmh	
Draft referral	25-Nov-2024	cprclincpcpmh	

17. If the referral is not ready to be prioritized for consult, then click the **Further Review / Action / Cancel** button. You must enter **Comments** to detail what additional steps are required for follow up on this referral.



18. Click **Update Status**