FEBRUARY 14, 2025

W1 - SPECIALIST TRIAGE OPHTHALMOLOGY SERVICES

CENTRAL INTAKE



- 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.

E <i>my</i> OpenHealth Central Intake • Referral Management		
Referral Management		
Ophthalmology W1 - Specialist triage - "Pool" W1 - Specialist triage - Specific		
W1 - Specialist triage - Specific		
Filters Status: Assigned for Specialist Prioritization Consult Zone Consult Specialist Eastern Urban X Bramwell, Lori, Dr Problem(s)	× ~	Referral Count (Current Filter): 1 Clear Find
W1 - Specialist triage - "Pool"		
Filters Status: Assigned for Specialist Prioritization Referral Count (Current Filter): 1	
Kuthout zume Kuthout sume Kuthout sume Problem(s) X v Eastern Urban X v Next Available X v Problem(s) X v		

- 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



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on the right-hand side

	my OpenHealth Central Intake • Referral Management	
- Sp Filters	Decialist triage - Specific s Status: Assigned for Specialist Prioritization	Referral Count (Current Filter): 2
Consult	trZone Consult Specialist rm Urban X V Eastern Urban X V Problem(s) X V	

Option 1

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

📂 my OpenHealth Central Intake • Referral Management W1 - Specialist triage - Specific Filters | Status: Assigned for Specialist Prior Referral Count (Current Filter): 2 Eastern Urban $\times \lor$ Eastern Urban... $\times \lor$ Problem(s) Clear Submitt Function BCVA Left Referral Id 1 Referral Type 👔 Patient Na me / HCN 1 -1 Proble 1 BCVA Right
 Previous Eye
 Intraocular
 Intraocular

 Surgery
 Pressure OD
 Intraocular
 Consult Zone Consult Status 1 Date Wait 1 Details ci-0000268 Retina 05-Dec 2024 01-Feb-2024 Yes 40/20 40/20 Eastern Urban RetinaGlaucoma Eastern Urban COAT, LISA (-) 20-Dec-2024 No 20/32 20/70 Eastern Urban, Specialist, Dr. 20-Dec-2024 ci-0000325 Ophthalmology

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.**

=	Central Intake • Re	lealth ferral Managem	ent				
W1 - Sp	ecialist triage - "P	ool"				Cadet, Kelli, Dr - Phone: 709-634-1234 / Fax: 709-755-9999 Su	Ibmitted Date: 20-Dec-2024
Filter	I Status: Assigned for Specular View Status: Assigned for Specular View Status	ialist Prioritization Con		Supporting Documents ci-0001411-20250212-164024.pdf Glinical Information Primary Problem(s) Gernee Diagnoses Symptoms Typ Pain/Disconfert Condition of Symptoms Wersenin	Duration of Sumatoms: 1-2 weeks (sub-	water internatived Sumanous Mild	
Refer	al Id	Patient Name / 1 HCN	Subr	Ocular History Visual AcuityRight Eye Measuremen	t (e.g. 20/20): 12 Left Eye Measurement (e.g.	20/20): 21 Intraocular Pressure (mmHg):Spectacles PrescriptionLatest Refraction Prescription (Optometry only)	
<u>ci-00</u>	0388 Ophthalmology	BERG, ALLAN_TPCHI (149532371395)	20-D	Functional Impact Are patient's Activities of Daily Livin Medical History Comorbidities Medications	g Affected?: No		
				Consult Specialist	*Zone Eastern Urban	*Specialist Next Available	
				Consult Priority	* Priority × ~		
				Reason for transfer from	m home zone Reason		
				C Triage Consult Notes			
				Save			
				Further Review / Action / Can	cel Accept and Prioritize for Consu	8	



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E Central Intake • Referral Management		
- Specialist triage - "Pool"		Cadet, Kelli,
Filters Status: Assigned for Specialist Prioritization Consult Consult Zone × v Problem(s)	Supporting Documents (300)411.3024021;164024.pdf Clinical Information Primary Problem(s) Cornee Diagnoses	
	🕅 🔳 Ҟ Central Intake - HEALTHe NL - M 🗴 ൙ Central Intake - Referral Manager 🗴 🖽	d-0001411-20250212-164024.pc x
	C (hightitos/(sen-uat-nihs mynnenhealth in/433crd8h-(r5r-4arl9-8h67-811ed2n	Acald
	NL Health	HCM T23445199015 Nome T23445199015 Date of Brith 2222.5mp.34 Deve 2223.5mp.34 Deve 222.5mp.34 Address 500 minglar Am, Lina (Si, Si) (Si, Si) Tel Dutration (Si, Si) (Si, Si) (Si, Si)
	Services	Ordering Provider / Clinic
	Orthopaedics Submitted Date: 2023-Jan-26	eu-pr-calac-popunn Jan 20 Clane 105-50 Prices: 709-555-134 Fax: 1-709-123-4567x22 532 New Road, unit 12, halifaa, ML
	Clinical Information Primary Problem(s) Problem Kees Type Left	f Issa's have concluded within 6 months? Yes
	Primary Diagnosis Primary Diagnosis Diagnosis	n angle y select consignation internation internation. • • • •
	Symptoms Pain a rest Condition of Symptoms: Worsening Duration of Sw	mptoms: Acute Onset Intensity of Symptoms: Moderate
	Treatments to date	

- 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

	<i>my</i> OpenHe	e alth erral Management		Patient VALENCIA_CC	Referral Type Referral Status IFCI, KISHA - 839693219017 Ophthalmology ci-0000268 Assigned for Specialist Prioritization
1 - Speciali	st triage - Spe	cific			VALENCIA_CONFCI, KISHA (839693219017) - 55(F) - DOB: 16- Cadet, Kelli, Dr - Phone: 709-634-1234 / Fax: 709-755-9999 Submitted Date: 01-Feb-2024 Nov-1969
Filters Status Consult Zone Eastern Urban	Consult Sy X V	Iist Prioritization	m(s)	×	Cinical Information Primary Problem(s) Refina Disparse Di
Referral Id $_{\uparrow}$	Referral Type 👔	Patient Name / HCN 1	Submitted	Problem(s)	Ocular History Visual AculyRights fye Measurement (e.g. 20/20): 40/20 Left Eye Measurement (e.g. 20/20): 40/20 Intraocular Pressure (mmHighSpectacles Prescription F Latest Refraction Prescription (Optometry only)
<u>ci-0000268</u>	Ophthalmology	VALENCIA_CONFCI, KISHA (839693219017)	01-Feb-2024	Retina	
<u>ci-0000325</u>	Ophthalmology	COAT, LISA (-)	20-Dec-2024	RetinaGlaucoma	Comorbidities Vascular Diagnosis Hypertension Heart Diagnosis
				1	Consult Priority Pt × v Reason for transfer from home zone Reason Triage Consult Notes Sive
				<	Further Review / Action / Cancel Accept and Prioritize for Consult

- 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.



Ocular History	
Further Review / Action / Cancel	×
Comments	
U Override status Date	
Update Status	

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.

Further Review / Action / Cancel	Accept and Prioritize for Consult

Option 2

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

Referral 1	Referral Type	Patient Name / 1 HCN	Patient Home Zone	Submitted 1 Date	PCP/Referring Physician	Book With Specialist	Problem(s)	Functional 1 Impact	BCVA Left	BCVA Right	Previous Eye Surgery	Intraocular Pressure OD	Intraocular Pressure OS	Triage Consult Zone	Triage Consult Specialist	Status 1	Status Date	Wait Time
<u>ci-0000245</u>	Dphthalmology	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
\checkmark		(7				/ tuinuble										Hereiror	2024	

- 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).

E Central Intake • Refer	lth ^{ral}	Patient FERGUSON, FIO	NA_TPCHI - 419633557246	
	Ophthalmology referral suppor	ting documents		
 Patient Demographics 	Filename	Document Type	Document Description	
Patient Supplemental Information				
Clinical Information	Consult Triage Info	rmation	*	
Medical History	Consult Specialist East	ern Urban	Eastern Urban, Specialist, Dr.	
Additional Details	Consult Priority	Priority X V		
Referring Provider Details	Reason for transfer from home	zone Reason		
Supporting Documents	Triage Consult Notes			
+ Workflow History				
* Patient Unavailability				
* Change Tracker				
	Workflow			
	WORKHOW			
	Further Review / Action / Car	cel Accept and Pr	rioritize for Consult	



- 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	E

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.

Workflow		
Further Review / Action / Cancel Accept and Prioritize for Consult	Action: Further Review / Action / Cancel	× ^
	Override Status Date	
	Update Status	•

18. Click Update Status



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