

MAY 14, 2025

W1 - SUBMITTED FOR TRIAGE
ORTHOPEDIC SERVICES

CENTRAL INTAKE



1. **[Central Intake Clinical Staff]** Access Central Intake using **Health 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. Click **Submitted for Triage**
4. Validate the default sort is correct (1. Status, 2. Diagnosis Acuity, 3. Submitted Date)

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 Sp)
- 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 Appointm
- W2 - Ready to book for optimization
- W2 - Optimization Booked
- W2 - Ready for queuing - Procedure Appointment
- W2 - Ready to book for procedure
- W2 - Procedure Booked
- W2 - Inactive

Reasons for Referral: Submitted Referral Referred to S. Patient Home Zone: Central Book With Specialist: Central Triage Consult Zone: Central Triage Consult Specialist: MCP

Referral Id	Referral Type	Patient Name / HCN	Patient Home Zone	Submitted Date	Contacted on Call Spec.	PCP/Referring Physician	Book With Specialist	Reason(s) for Referral	Problem Type	Potential Diagnosis	Diagnosis Acuity	Triage Consult Zone	Triage Consult Specialist	Status	Status Date	Wait Time	Details
ci:0002785	Orthopaedics	SPEARS, DAISY (799551749739)	Central	12-May-2025	No	c-pr-clinic-ppc.mh	Next Available	Knee	Left	Rheumatoid Arthritis	2 - Regular Acuity	Central	Next Available	Submitted Referral	12-May-2025	2	
ci:0002781	Orthopaedics	DRACULA, COUNT ()	Central	09-May-2025	No	Brown-Mahar, Tracey, Dr	Next Available	Hip	Left	Osteoarthritis	2 - Regular Acuity	Central	Central, Specialist, Dr	Re-Triage Referral	12-May-2025	3	

5. 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	Contacted on Call Spec.	PCP/Referring Physician	Book With Specialist	Reason(s) for Referral	Problem Type	Potential Diagnosis	Diagnosis Acuity	Triage Consult Zone	Triage Consult Specialist	Status	Status Date	Wait Time	Details
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6. [Optional] Select the appropriate patient referral using the icon located on the right side of the table / list. This opens the details of the referral that is overlaid with the original list view.

Referral Id	Referral Type	Patient Name / HCN	Patient Home Zone	Submitted Date	Contacted on Call Spec.	PCP/Referring Physician	Book With Specialist	Reason(s) for Referral	Problem Type	Potential Diagnosis	Diagnosis Acuity	Triage Consult Zone	Triage Consult Specialist	Status	Status Date	Wait Time	Details
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This view allows you to open the referral and maintain the active filter and sort criteria in the background. You can proceed to update the referral, exit the detailed view, and return to the referral management list.

1 Opens the referral and maintains the active filter and sort criteria in the background.

2 Header with additional patient details, referring provider, and submitted date.

3 Details of the referral and same content if viewed in full screen; use the scroll bar to move through the referral.

W1 - Submitted for triage

DRACULA, COUNT ({})- 53IM) - DOB: 22-Mar-1972 Brown-Mahar, Tracey, Dr - Phone: 709-634-1233 / Fax: 709-755-3845 Submitted Date: 09-May-2025

myOpenHealth Central Intake - Referral Management

Referral Type: Orthopaedics Referral: ci-0002781 Status: Re-Triage Referral

Identifiers: DRACULA, COUNT (Legal) Sex / Gender: Male Date of Birth (Age): 22-Mar-1972 (53 years) Preferred Contact Method

Address: PO BOX 7852, HAPPY VALLEY - GOOSE BAY, Newfoundland and Labrador, Canada, A0P 1E0 (Client Registry - Postal) Phone Email

Referral Id	Referral Type	Patient Name / HCN	Patient Home Zone
ci-0002785	Orthopaedics	SPEARS, DAISY (799551749739)	Central
ci-0002781	Orthopaedics	DRACULA, COUNT ({})	Central

Patient Demographic Summary

Patient Supplemental Information

*Has the on call Orthopaedic specialist been contacted about this referral? Yes No

Patient Location

*Zone: Central *Book with Specialist: Next Available

Appointment Location

Is there a compelling reason for the patient to be seen outside of their home/designated zone? (Optional) Yes No

Clinical Information

Reason(s) for Referral and Potential Diagnosis

*Problem: Hip *Type: Left *Potential Diagnosis: Osteoarthritis

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

Supporting Documents

Orthopaedic referral supporting documents

Filename	Document Type	Document Description

Consult Triage Information

*Zone: Central *Specialist: Central, Specialist, Dr

*Priority: P2

Reason for transfer from home zone: Reason

Triage Consult Notes

Triage notes

Close Return to list PDF Save

Workflow

Accept and Prioritize for Consult Pause for Testing Assign for Specialist Prioritization Inactive (W1) Cancel Referral (End)

- Assign a **Consult Priority** based on Clinical Triage. Click on the drop-down list to select.
- Click **Save**.
- Click the **Accept and Prioritize for Consult** button. The **Action** pop up is displayed. Enter any additional comments.



- 12. Click **Update Status**.
- 13. 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	05-Feb-2025	ericlinmrb	
Submitted Referral	17-Dec-2024	cindefren2	
Draft referral	17-Dec-2024	cindefren2	