


Outpatients Referral for Admin Staff - Quick Reference Guide

Identifying Referrals

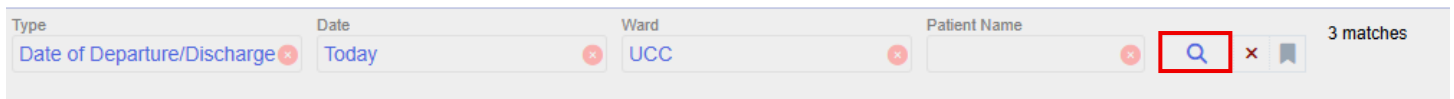
Clinicians complete the Outpatients Referral required within **Depart-Home form in Nervecentre**.

Once the patient has been departed the referral type requested will appear on the **Discharged** menu, under the **ED Admin Discharged** profile:



The screenshot shows a navigation menu with 'Discharged' highlighted. Below it, a search bar is visible with 'Ward' set to 'UCC' and 'Patient Name' empty. A dropdown menu is open, showing 'Profile: ED Admin Discharged F'. The main content area shows a table with columns: 'UEC Diagnosis', 'Departure Destination', 'UEC Delay reason', 'Outpatient Specialty Referral', 'Referral Follow Up', 'OP Referral Information', and 'Outcome Actions Complete'.

Discharge list can be filtered to show number of days or date range required to view. Ward can be selected to restrict ward(s) or department(s) viewed. Once search criteria defined click the **magnifying glass**.



The screenshot shows the search filters for the 'Discharged' menu. The filters are: 'Type' set to 'Date of Departure/Discharge', 'Date' set to 'Today', 'Ward' set to 'UCC', and 'Patient Name' empty. A magnifying glass icon is highlighted with a red box. The search results show '3 matches'.

To view only the patients that require a referral to be made click on the **Outpatient Speciality Referral** field title. This will group all the **Yes** and **No's** together, click again until all the Yes's appear at the top for ease of viewing. Alternatively, you can sort by the **Referral Follow Up** field title and this will sort the information by referral type in alphabetical order.

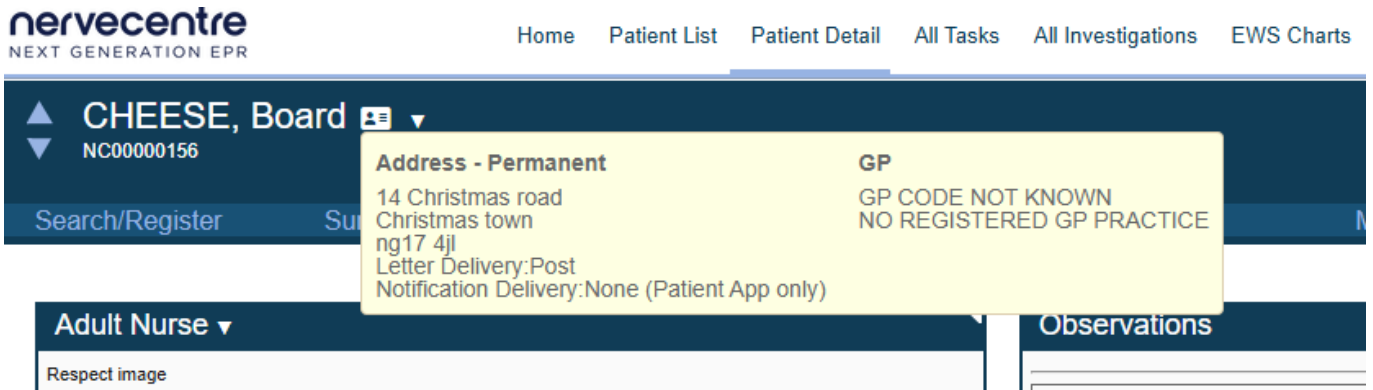
An Outpatients referral is required to be made where both the **Outpatient Speciality Referral** column shows **Yes** and the **Referral Follow up** field contains a referral speciality, and the **Outcome Actions Complete** column shows **No**. Select the patient record that meets these criteria to make the referral.

The **Outpatient Speciality Referral** content and patient demographics will form the basis for referral submissions.

Referral Creation and Submission

If the referral is not submitted via ICE, CareFlow or Inter Consultant Referral Portal an email will need to be manually created to the referral service. Full list of referral types, system and email address can be found here [ED Onward Referral list.xlsx](#)

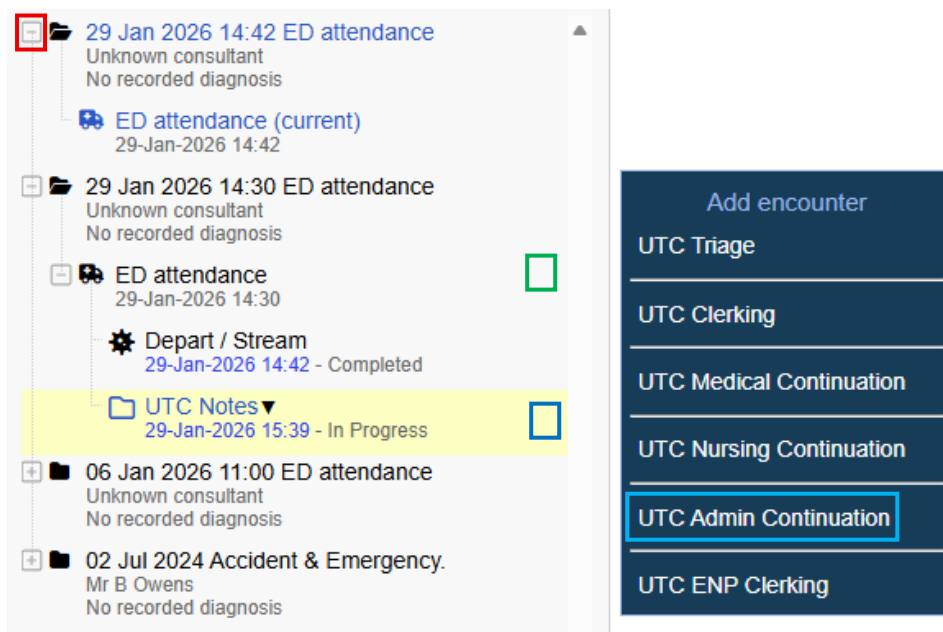
Open the patient record by double clicking on the patients name on the **ED Admin Discharged** dashboard. Hovering over the patient contact card will show the patient demographic information. This can be highlighted, cut and pasted into an email to the receiving referral service.



The content of the **Outpatient Referral Information** field as shown **ED Admin Discharged** dashboard is to copy and pasted into the body of the email beneath the patient demographics.

The **ED Admin Continuation** case note, and **Non-Clinical Note** field is to be utilised to record referral action taken.

Go into the patient’s case notes, click the + sign on the left-hand side of the ED attendance. The click the + on the right-hand side of the ED Attendance, click the + on the right-hand side of UTC notes and select **UTC Admin Continuation**:



If a paper handwritten referral has been completed by a clinician this is to be transcribed directly into the patient’s record within **ED Admin Continuation** case note for the relevant ED attendance.

The **Non-Clinical Note** field is where the paper referral detail is to be transcribed. This information is to be copied and pasted into the required referral email or referral system.

Once the referral has been submitted the end column of the **ED Admin Discharged** dashboard (**Outcome Action Completed**) must be completed. This will default to **No** and must be amended to **Yes** once the referral action has been completed.

Discharged Search UTC - Newark

3 matches Profile: ED Admin Discharged F

JEC Delay reason	Outpatient Specialty Referral	Referral Follow Up	OP Referral Information	Outcome Actions Complete
No Delay	Yes	Derby Hand Clinic	hfdhfdjdkgnfdnk.fngkrjdingk greghe	Yes
				No
No Delay	Yes	Dietetics	EHGedfeg	No