

GP OUTPATIENT REFERRAL MANAGEMENT



NALHN aims to receipt and respond to all referrals within 14 days.
(delays may occur due to triaging clinician availability)

TRIAGE STATUS AND CATEGORIES EXPLAINED

TRIAGE CATEGORY	DEFINITION	PATIENT INFORMATION
QUICK ACCESS	See within the week	You will be contacted via phone by the department
URGENT	See within the month	You will be contacted via phone by the department
SEMI-URGENT	Aim to see within three months	You will be sent an SMS/letter informing you that you have been either placed on a waiting list, or you may be asked to contact the department to make an appointment
NON-URGENT / ROUTINE	See when an appointment becomes available	<p>You will be sent an SMS/letter informing you that you have been placed on the waiting list.</p> <p>If you do not hear from the department about an appointment within 12months, you are advised to return to your GP for a review of your condition. Any changes should be communicated by your GP to the department via an updated referral.</p> <p>If your condition improves or you get seen elsewhere and no longer need an appointment, please contact the hospital and inform them – this will allow them to remove you from the waiting list and provide another patient with an earlier opportunity to be seen.</p>

For current waiting times per specialty please see [Specialist Outpatient Waiting Time Report | SA Health](#)



Government of South Australia

Health

Northern Adelaide
Local Health Network