Northern Adelaide Local Health Network

GP OUTPATIENT REFERRAL MANAGEMENT

Government of South Australia

SA Health

Referral Recieved and Registered in Outpatients

Referral sent to Clinician for Triage and returned to Outpatient Administration

Triage Status electronically assigned, Patient added to Waiting List & Referral Receipt letter sent to Patient and GP.

some referrals are returned to GPs at this stage if further information is required - NALHN clinican re-triage is required once information recieved

When Appointment becomes available - patient contacted with a direct appointment, *or* letter sent asking them to contact Outpatients to negotiate their own appointment

This will be be determined by Triage Status
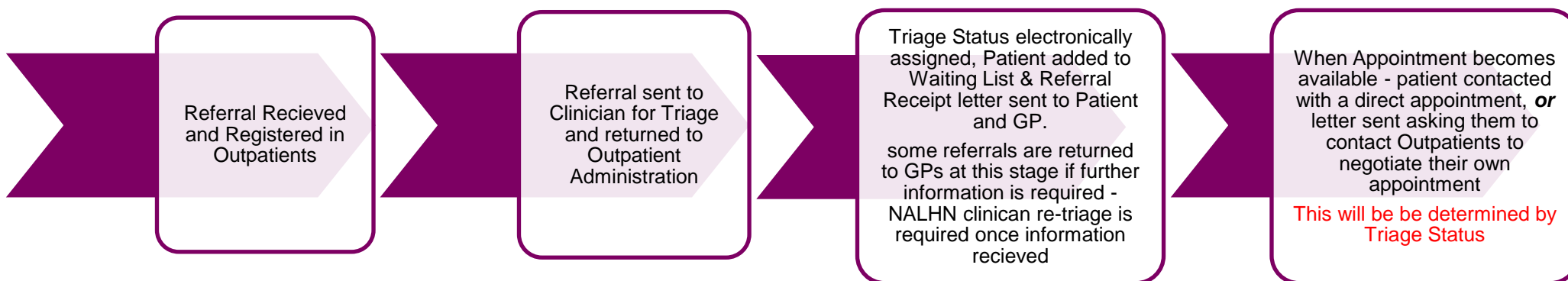
NALHN aims to receipt and respond to all referrals within 14 days, delays may occur due to triaging clinician availability.

TRIAGE STATUS/CATEGORIES EXPLAINED

TRIAGE STATUS/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	See within three months	You will be sent a 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	You will be sent a letter informing you that you have been placed on the waiting list. If you do not hear from the department about an appointment within 12 months, 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. Whilst you are waiting for an appointment, if your condition deteriorates, you are advised to seek medical attention from your GP or the emergency department. 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.