

CARE4 MODULE NAME: WEB Acute/ED

Outpatient Clinic Referrals

The purpose of this tip sheet is to provide instructions on the referral process for outpatient clinics. This process has steps to be completed by both the physicians and nursing or clerical staff. Both need to complete their section to ensure that the referral order is processed.

1. Inpatient physician enters the Post Discharge Follow-up Clinic/Office Appointment Booking (OP) order. The physician indicates which clinic the patient is being referred to on the Outpatient Clinic or Appointment to be Booked field.

2. Once the referral order is submitted by the physician the unit clerk/nurse will be notified on their status board

PRB	Ack	Rm-Bed	Age/Sex	Adm Date	Service	Patient Name	Attending MD	Special Indicators	C	F	R	S	Forms	Admit Dx	Prec	Appts	New Results	UNC	Next Task	Home Meds	MAR	TAR	HCC	TR/DC	Hold Q
	Ack-M...	CAN.01-2	35 F	17/12/2021	MED	Test, Sally	Matos, Paul	Malignant Hyperthermia						abdo pain		OP F/U	Rpt-Gen...			Not C...	09:00	amLOD...			

3. The clerk/nurse must transmit the request and complete the referral process through one of the following methods depending on the referral:

NOTE: This step is crucial to ensure the order is transmitted to the appropriate clinic.

- Entering the order electronically that is transmitted directly to the clinic
- Faxing/sending the paper requisition to the clinic/physician office
- Calling the clinic/physician office to book the appointment
- If access allows, booking directly through CWS desktop

The following table indicates clinics and their referral process

AMB Module Clinics		
Clinic Name	MIS Location Name	Referral Process
Adult Asthma	Asthma Adult; V.ASTHMAAD Asthma Adult Innisfil V.IASTHMAA	Order Entry: Referral Asthma Education Prints to: 1NA207PRO01
Adult Diabetes	Diabetes Management Centre; V.DIABETIC Diabetes Management Innisfil V.IDIABAD	Order Entry: Referral CDM Diabetes Education (OP) Order generates emails to: henshawja@rvh.on.ca, alcockl@rvh.on.ca, lynk@rvh.on.ca, millerb@rvh.on.ca
Antenatal	Antenatal Assessment: V.ANTENAT	Referral only received from MD offices
Benign Hematology Clinic	Hematology Clinic V.HEMATOLO	Paper Requisition from ED, Inpatient Unit MD, or Primary Care Offices (Faxed into SMRCC) Referral forms link: https://www.rvh.on.ca/areas-of-care/cancer-program/ Commonly used form: Benign Hematology Clinic
Breast Diagnostic Assessment Program	Diagnostic Assessment Program DAP V.DAP	Paper Requisition from ED, Inpatient Unit MD, or Primary Care Offices (Faxed into SMRCC) Referral forms link: https://www.rvh.on.ca/areas-of-care/cancer-program/ Commonly used form: Breast DAP
Cardiovascular Rehab	Cardio Clinics: V.CARDIOCL Cardio Clinic Innisfil: V.ICARDIOCL	Order Entry: Referral Cardiac Teaching & Outpatient Rehab (OP) Order generates email to: Crclerk@rvh.on.ca
Chiropody	Diabetes Management Centre V.DIABETIC	Order Entry: Referral CDM Foot Clinic (Chiropody) (OP) Order generates email to: clarkej@rvh.on.ca
Chronic Obstructive Pulmonary Disease	COPD Clinic; V.COPD COPD Clinic Innisfil: V.ICOPD	Order Entry: Referral CDM COPD Education (OP) Order prints to: 1NA207PRO01
Complex Care Clinic	Complex Care Paediatric: V.COMPLEXC	Referral only received from MD offices
Fracture Clinic	Fracture Clinic V.FRACTURE	Order Entry (ED Patients): Referral Fracture Clinic from ED Order prints to: 1NA16PRO2 Non-ED patients referral faxed from Orthopod Offices
Geriatric	Geriatric Services; V.GERIATRI	Order Entry: Referral Urgent

	Geriatric Clinic Innisfil: V.IGERIATR	Geriatric Clinic Prints to: 1NA207PRO1
Hand Therapy	Hand Therapy: V.HANDTHER	Requisitions from RVH ER, RVH OR, Specialist MD offices, other acute care centres via fax; Referrals generated from STC Urgent Hand Therapy clinic in conjunction with plastic surgeons; triaged by clinician, added to MT waitlist; booked via clerk in CWS
Hearing Dispenser	Hearing and Dispensing V.HEARINGD	Phone call to clinic
Heart Function Clinic	Cardio Clinics(for all others); Cardio Respiratory (for Heart Function Physician) V.CARDIORE	Order Entry: Referral Heart Failure Nurse Practitioner (OP) Order prints to: 1SB351PRO01 Order generates emails to: howards@rvh.on.ca, kellyje@rvh.on.ca, vantolm@rvh.on.ca
Internal Medicine Clinic	Internal Medicine; V.INTERMED Internal Medicine Innisfil; V.IINTMED	Order Entry: Referral CDM Internal Medicine (OP) Order prints to: 1NA207PRO01 and PAT
Neonatal Follow Up (Children's Team Visit)	Children's Team Visits V.CHILDREN	Order Entry: Referral Neonatal Follow up Clinic (OP)
Outpatient Physiotherapy Clinic	Physiotherapy V.PHYSIOTH	Requisitions from community, MD offices, other acute care centres (I.E. bundled care) via fax; booked in CWS
Paediatric Asthma	Asthma Paediatric: V.ASTMAMA Asthma Paediatric Innisfil V.ASTMAMA	Order Entry: Referral Asthma Education Order prints to: 1SA325PRO01
Paediatric Consult	Paediatrics: V.PAEDIATR Paediatrics Innisfil: V.IPAEDIAT	Referral only received from MD offices
Paeds Diabetes Clinic	Diabetes Paediatric: V.DIABETES Diabetes Paediatric Innisfil V.IDIABPED	Order Entry: Referral Diabetes Educator Paediatric Order generates emails to: krotowskin@rvh.on.ca hurstl@rvh.on.ca thatchert@rvh.on.ca ouellettea@rvh.on.ca
Paeds Diet Consults	Children's Team Visits V.CHILDREN	Referral only received from MD offices
Paeds Endocrinology	Paediatrics: V.PAEDIATR Paediatrics Innisfil: V.IPAEDIAT	Referral only received from MD offices
Paeds Feeding Clinic	Children's Team Visits	Referral only received from MD

	V.CHILDREN	offices
Paediatric Neurology	Paediatrics: V.PAEDIATR Paediatrics Innisfil: V.IPAEDIAT	Referral only received from MD offices
Paeds Physio	Physio Paediatric V.PHYSIOPA	Order Entry: Referral Physiotherapy NICU/Paeds
Paed Swallow Clinic	Children's Team Visits V.CHILDREN	Referral only received from MD offices
RAC	MSK Rapid Access Clinic: V.MSKRAC MSK Central Intake: V.MSK	Paper Requisition completed and faxed to the MSK clinic
Rehabilitation Day Program	Day Rehabilitation V.DAYREHAB	Requisitions from community, MD offices, other acute care centres via fax; internal referrals via Meditech for ambulatory; booked in CWS
RVH LTC Outreach	LTC Outreach Program V.LTCOUTRE	Nursing staff or the MRP at the long term care home pages LTC NP's for same day service. Occasionally GEM from RVH ED will contact page LTC NP's as well
Skin Biopsy	Diagnostic Assessment Program DAP V.DAP	Paper Requisition from ED, Inpatient Unit MD, or Primary Care Offices (Faxed into SMRCC) Referral forms link: https://www.rvh.on.ca/areas-of-care/cancer-program/ Commonly used form: Skin Cancer Clinic
Stroke Prevention Clinic	Stroke Prevention Clinic; V.STROKEPR Stroke Prevention Innisfil V.ISTROKEP	Paper Requisition completed and faxed to the Stroke clinic
Surgical Treatment Clinic	Ambulatory Care V.AMBULATO	Referral only received from MD offices
Suspicion of Cancer Diagnostic Assessment Program	Diagnostic Assessment Program DAP V.DAP	Paper Requisition from ED, Inpatient Unit MD, or Primary Care Offices (Faxed into SMRCC) Referral forms link: https://www.rvh.on.ca/areas-of-care/cancer-program/ Commonly used form: Thoracic, Rectal and Suspicion of Cancer DAP
Thoracic Diagnostic Assessment Program	Diagnostic Assessment Program DAP V.DAP	Paper Requisition from ED, Inpatient Unit MD, or Primary Care Offices (Faxed into SMRCC) Referral forms link: https://www.rvh.on.ca/areas-of-care/cancer-program/ Commonly used form: Thoracic, Rectal and Suspicion of Cancer DAP
Thoracic Diagnostic Assessment Program	Diagnostic Assessment Program DAP	Paper Requisition from ED, Inpatient Unit MD, or Primary Care Offices

Respirology	V.DAP	(Faxed into SMRCC) Referral forms link: https://www.rvh.on.ca/areas-of-care/cancer-program/ Commonly used form: Thoracic, Rectal and Suspicion of Cancer DAP
Urgent Cardiology Clinic	Urgent Cardiology Clinic V.URGENTCA	Order Entry: Referral Urgent Cardiology Clinic Order prints to: 1SB351PR01

Acute Module Clinics		
Clinic Name	MIS Location Name	Referral Process
Barrie Endoscopy (BENDO)	Barrie Endoscopy	Requisitions from community, MD offices, acute care centres via fax
Blind Low Vision	V.BLINDVIS	Requisitions from community, MD offices, other acute care centres via fax
Cancer Program	Cancer Program: V.CANCER Cancer & Palliative: V.CAN	Paper Requisitions from ED, Inpatient Unit MD, or Primary Care Offices (Faxed into SMRCC) Referral forms link: https://www.rvh.on.ca/areas-of-care/cancer-program/ Commonly used form: Medical Oncology, Radiation Oncology and Palliative Care Referrals
Cardio Resp Services (excludes HFC Clinic & Urgent Cardiology)	Cardio Clinic Innisfil; Cardio Respiratory;	Requisitions from community, MD offices, other acute care centres via fax; internal referrals/OP DI orders entered in Meditech
Dysphagia Clinic	Dysphagia Clinic	Requisitions from community, MD offices, other acute care centres via fax
Infant Hearing Program	V.INFANTHE & V.IINFANTH	Requisitions from community, MD offices, other acute care centres via fax
MTC: Infusions	Medicine Treatment Clinic	Order Entry: Referral Medical Treatment Clinic (OP) Order prints to: 1NA207PRO01
Paediatric Cardiology	Echocardiography Paediatric	Requisitions from community, MD offices, other acute care centres via fax
Renal Services	Renal	Requisitions from community, MD offices, acute care centres via fax
Sleep lab Studies	Cardio Respiratory	Requisitions from community, MD offices, acute care centres via fax