

Central Adelaide Local Health Network  
**Booking Rules: RAH Specialist Outpatient  
 NEUROPSYCHOLOGY**

Head of Unit:  
 Clinics:  
 NUM of Wing:

Clinical Contacts : Triage and / or Fast tracking Referral <b>Referrals will be collected WEEKLY from the OPD Referral Hub</b>		
Generic contact	Health.RAHNPSY@sa.gov.au	70742642
Suzanna Hackett – Neuropsychologist	Suzanna.Hackett@sa.gov.au	
Wendy Barsdell – Senior Neuropsychologist	Wendy.Barsdell@sa.gov.au	
Sarita Kidson – Neuropsychology Registrar	Sarita.Kidson@sa.gov.au	
Jasmine Roy – Neuropsychology Registrar	Jasmine.Roy@sa.gov.au	

Specialty / directorate	SUNRISE Resource ID	Details
RAH OP AH	RAH OP AH Neuropsychologist 1	Occurs at RAH
	RAH OP AH Neuropsychologist 2	Occurs at Hampstead and requires a variant letter to be sent to patient for their appointment

**New Appointment Scheduling Rules & Work flow**  
**All NEW Referrals: triaged into Clinical Urgency Category by NUM , supervised by spinal and orthopaedic consultants**

NEW Referrals= M60 internal referrals, GP referrals, M61 from ED. Will be appointment in accordance with SA Health Policy Triage Clinical Urgency Category Time Frames as below:

<input type="checkbox"/> <b>Rapid Access</b> - appoint within 72 hours	<input type="checkbox"/> <b>Category 1</b> < 4 weeks
<input type="checkbox"/> <b>Category 2 semi urgent</b> < 90 days	<input type="checkbox"/> <b>Category 3</b> > 90 Days

**NEW REFERRAL: Work Flow & Responsibility**

1	Upon receipt of new referral the Referral Management Team (RMT), will date stamp referral with the date of receipt
2	The RMT will register all new referrals on SUNRISE EMR. <b>The act of registering a referral on SUNRISE EMR creates a 'wait list item' for the clinic / resource the referral is assigned to. ALL referrals must have a waitlist item linked to the referral in order to be booked into that resource.</b>
3	Once registered, all referrals will be placed into the pigeon hole of Neuropsychology clinic and will be awaiting triage.
4	On SUNRISE EMR this will be reflected as 'awaiting triage'.
5	Neuropsychology Clinicians will collect referrals for triage Clinicians will record instructions on the triage slip with any additional written notes to be entered into SUNRISE EMR. Triage will indicate the relative timeframe for patient appointment (e.g. appoint Feb-March 2018)
6	Triaged referrals will be returned to the RMT Neuropsychology clinician
7	The RMT will sort the triaged referrals into Cat 1 2 & 3 for actioning as below
8	<b>All Rapid Access and Cat 1 patients will be called with their appointment time / location and any other information by RMT as per table below</b>

Category	Policy / Expected Appointment Timeframe	Action / Responsibility
Rapid Access Appointment	Within 72 hours (patient phoned)	Booked immediately: <b>call Centre Referral Hub</b>
Category 1	less than 4 weeks (patient phoned)	Booked immediately: <b>call Centre Referral Hub</b>
Category 2 semi urgent	Within 90 days	Booked ASAP: call Centre Referral Hub
Category 3	More than 90 Days	Booked ASAP CAT 3



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**Post Triage:**

9	<p>Clinical Triage will include indicating any specific Booking instructions such will generally provide the date and resource</p> <p>If admin is unable to access the assigned resource / date and time, they must contact Neuropsychology clinician to discuss the solution</p> <p>Referrals triaged as Cat 1 &amp; 2 will be booked according to “Booking Month” indicated on the triage form</p>
10	<p>The OPD referral management team update the referral status to <b>accepted</b></p> <p>Updating the Referral status to ‘<b>accepted</b>’ in SUNRISE EMR will trigger a letter to the <b>GP and Patient*****</b></p> <p>The assigned triage category will be entered by admin</p> <p><b>Admin link the referral to the waitlist item and schedule an appointment</b></p>
11	<p><b><u>Neuropsychology Appointments:</u></b></p> <p>There are four available clinics (Tues, Wed, Thurs, and Fri),</p> <p><b>Only Tuesday, Thursday and Friday</b> clinics should be booked in advance.</p> <p>The Neuropsychology team is to be contacted before booking <b>any Wednesday</b> clinic bookings, unless already indicated to be booked into a Wednesday clinic on the triage slip. <u>Wednesday Clinics are quarantined for urgent patient appointments.</u></p>
12	<p>Patients will receive an appointment letter indicating the clinic, date and time, once appointed.</p> <p><b>Neuropsychology appointment letters must be printed at the time of appointment (not part of the bulk SUNRISE EMR MAIL) as ***The “Neuropsychology Information Sheet” must be attached and sent with the general SUNRISE EMR generated appointment letter to the patient.</b> This requires a <b>demand print</b> rather than a batch print.</p> <p>Patients who are booked into the <b>Neuropsychologist 2</b> appointment will have their appointment occur at <b>Hampstead</b>. These patients will require an alternate appointment letter to the auto generated appointment letter from SUNRISE EMR providing instructions regarding the location. The SUNRISE EMR generated letter should be discarded for these patients.</p>
13	<p><b>All appointed referrals will be scanned into SUNRISE EMR by the RMT once appointed and the scanned referral will be linked to the appointment</b></p> <p><b>Referral letter should also be scanned and sent to Neuropsychology via the generic email (<a href="mailto:Health.RAHNPSY@sa.gov.au">Health.RAHNPSY@sa.gov.au</a>).</b></p>
14	<p>If the Neuropsychology service receives a new referral from an alternate source, they should apply a Neuropsychology <b>triage</b> form and triage the referral, indicating the referral <b>still needs to be registered</b>. The referral can be brought to the referral management hub where the referral will be registered on SUNRISE EMR before being taken to the Central Referral Hub for appointing.</p>
15	<p><b><u>Referrals which require Further Information:</u></b></p> <ul style="list-style-type: none"> <li>- Any referrals which require further information in order to be triaged will be actioned by the Neuropsychology team.</li> <li>- The Neuropsychology service and initiate correspondence / contact with the referring GP / Clinician to obtain additional information where available.</li> </ul>
11	<p><b><u>Referrals Rejected by Neuropsychology Service:</u></b></p> <ul style="list-style-type: none"> <li>- Any referrals rejected by the clinician will have the referral status updated to “Referral Rejected No Service”</li> <li>- The Waitlist Item must then be unlinked from the referral</li> <li>- The waitlist item can then be deleted or and be removed from the Neuropsychology waitlist</li> <li>- The GP and Patient will receive a letter generated by SUNRISE EMR.</li> </ul>
11a	<p>For Referrals falling outside of CALHN catchment, patients and their referrers should be sent the appropriate letter: ‘CALHN catchment <b>patient/referrer</b> letter_neuropsychology’</p>
12	<p>Should the triaging clinician consider the referral is better aligned to an alternate clinical service, this will be indicated on the referral, and returned to the RMT</p>



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<b>Review Appointment Scheduling Rules &amp; Work flow</b>		
<b>All REVIEWS: will be indicated by the treating clinician</b>		
Review appointments= ward discharge, current OPD patients requiring another occasion of service within the Neuropsychology Clinic. Reviews will be appointment in accordance with Review Priority rules as below:		
Priority	Expected Appointment Timeframe	Action / Responsibility
Priority 1 <b>Not Negotiable</b>	Must be booked at this time <b>DO NOT MOVE appointment without clinician review</b>	<b>ADMIN IN CLINIC</b> Book review appointment while checking out the patient
Priority 1	Book at this time – flexible by 2 weeks	<b>ADMIN IN CLINIC</b> Book review appointment while checking out the patient
Priority 2	Book at this time – flexible by 6 weeks	<b>ADMIN IN CLINIC</b> Book review appointment while checking out the patient
Priority 3	Book next available after nominated time frame (may be significantly later)	<b>ADMIN IN CLINIC</b> Book review appointment while checking out the patient

<b>Review Appointment Scheduling Rules:</b>
<ul style="list-style-type: none"> <li>- Neuropsychologist to complete N16.0 reappointment sheet for any review appointments.</li> <li>- No overbookings.</li> </ul>

<b>Reappointment / DNA / Patient Appointment Cancellation:</b>
<p>Ensure MD has completed the NC16.0 and provided direction:</p> <ul style="list-style-type: none"> <li>• If a patient calls to reschedule an appointment, please obtain a reason and inform the Neuropsychology team via the generic email.</li> <li>• If a patient calls to cancel their referral/appointment, all calls must be directed to the Neuropsychology Service.</li> <li>• Documentation of the reason for cancellation to occur in case notes and /or referral triage slip.</li> </ul> <p>If a person does not attend their appointment, the Neuropsychologist will first attempt to contact the patient. If the patient cannot be contacted or cannot be reappointed, then a “DNA letter” will need to be sent to the referrer (within <u>two days</u>) explaining that the referral will be cancelled. This letter should also be filed in the patient’s medical record.</p> <p>(1) D/C from service as per clinician if 2X DNA and in line with SA Health Policy. <u>Ensure patient is removed from the waitlist and that a letter will be sent from OPD discharging from service.</u></p> <p>(2) Contact patient and reappoint in the time frame indicated by the clinician</p>

<b>Clinician Clinic Cancellation</b>
<p><b>6 weeks</b> written notification is required for ALL planned leave.          For unplanned leave every option should be explored to avoid clinic cancellations.</p>

Developed with endorsement by Andrea Parker V2.0.

