

PROCEDURE INFORMATION DOCUMENT

CDDFT PROCEDURE FOR RECORDING AND REGISTERING OF REFERRAL LETTERS

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Guidance:	Procedure for management of referral letters to the Department – manual referrals.
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Standard:	All referral letters will be recorded and registered on CAMIS within one working day of delivery to Central Appointments Department.
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1. Search CAMIS with either Date of Birth or NHS Number to search for a patient, if the patient is already registered all demographic details should be checked and updated as necessary. If there is any doubt, previous names and/or addresses should be confirmed with the Referrer. If there is no NHS number quoted refer to Co-ordinator/Supervisor for identification via the NHS spine.
2. Before registering a patient with a new number all checks must be made as per CAMIS procedure.
3. When a patient does not have a unit number, a new number will be automatically assigned to the patient by CAMIS.
4. If a patient is found to have multiple unit numbers, all the numbers should be written on the top of the referral letter and an e-mail sent to Data Quality for amalgamation Cdda-tr.CDDFT-DQteam@nhs.net
5. Once all patient details are updated, the referral should be recorded on CAMIS. For external referrals, e.g. from GP's, Dentists, Consultants referring from another Trust, the requested date is the date of the letter, and the received date is the date the letter was received into the Trust (usually Central Appointments). A pathway must be started for New Referrals or pathway continued for Tertiary Referrals. The referral should be assigned to a speciality and consultant or service point whichever is appropriate.
6. For internal Consultant to Consultant referrals i.e. both referring and receiving consultant belong to CDDFT, the received date will be the typed date.
7. Named referrals must be assigned to the named consultant, log on CAMIS in the Referral comments box if 'named' or 'open'.
8. All referrals must have a patient identifier label (PID) added onto every page (one side) of the referral. Print off the required number of labels from E-CAMIS.

9. When registration is complete all referral letters should be put in the appropriate ducket for transmission to each consultant for triage.