

PROCEDURE INFORMATION DOCUMENT

CDDFT PROCEDURE FOR TRANSMISSION OF REFERRAL LETTERS TO SCANNING BUREAU

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Co Durham and Darlington NHS Foundation Trust
Central Appointments Department

Procedure Note for: **Sending letters to Scanning Bureau for Clinic Prep**

STANDARD:

Referral letters for patients must be sent to Scanning Bureau daily within 24 hours of appointment being booked for postal/internal referrals, or being accepted on ERS for ERS referrals returned from triage or following printing for ERS referrals for Specialities 'viewing on line'.

1. Postal/Internal

Clerks should identify on a daily basis any appointments booked for referrals waiting.

Check that all pages of the referral documentation have a Patient Identifier Label (PID) and a form identifier (barcode) label on one side of each page, adding as necessary.

All referral documentation should be taken to the relevant Out-Patients DMH or the Postal Room at The Greenhouse and placed in the relevant box for onward transmission to the Scanning Bureau at least once daily prior to the pick-up time.

2. ERS Returned from Triage

Once a referral has been accepted the same procedure as above should be followed

3. ERS – Consultants viewing on line.

All ERS letters for Specialities where Consultants are viewing on line should be printed daily and PID labels and form identifier labels attached then follow above procedure.

NB Exception will be made for any short notice appointments see timescales below

4. Short Notice Appointments - Referral letters for short notice appointments (less than 72 hours) should be scanned into the relevant reception folder on the "G" drive.

5. Reception staff will attach the PID and form identifier labels.