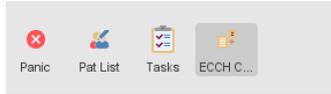


SystemOne eReferral Template User Guide

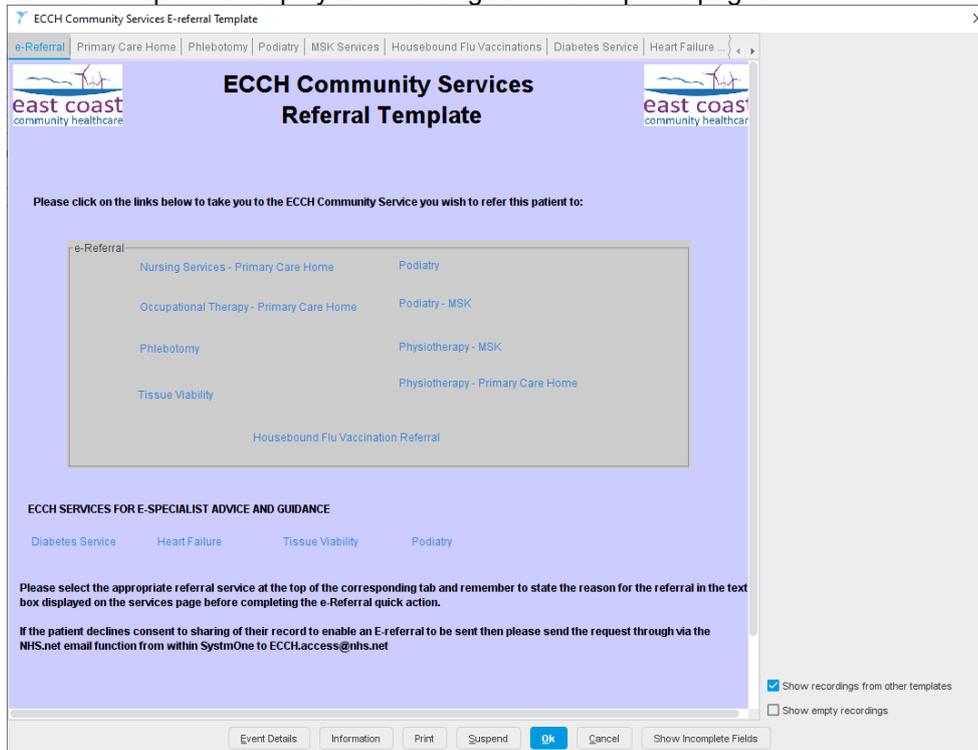
1. Accessing eReferral Template

The eReferral template has been developed to provide an easy to use standard to send patient referrals and advice & guidance requests electronically to services throughout East Coast Community Healthcare.

1. With a patient record retrieved, click the ECCH Community Services eReferral template icon in the top toolbar.



2. The template is displayed defaulting to its initial portal page.



3. The top half relates to Referral to services across East Coast Community Healthcare where the bottom half relates to requests for Specialist Advice & Guidance. The list of services that you can access will continue to develop throughout the restart programme.

NOTE: Once you have processed your eReferral/eSpecialist Advice & Guidance you must click OK to the template and save the patient record.

2. eReferral

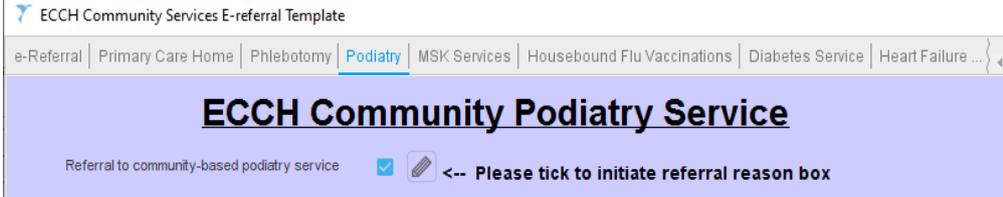
eReferral has quickly become the SystemOne standard in place of traditional paper referrals. ECCA will process the receiving of eReferrals and then forward on to the relevant clinical triage team. For the purpose of this guide a referral to the Podiatry service will be used as an example:

- 1 With the template loaded, click the link for 'Podiatry'.



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- Once you have checked the service information and are happy to proceed please tick the 'Referral to community-based podiatry service' tick box.



ECCH Community Services E-referral Template

e-Referral | Primary Care Home | Phlebotomy | **Podiatry** | MSK Services | Housebound Flu Vaccinations | Diabetes Service | Heart Failure ...

ECCH Community Podiatry Service

Referral to community-based podiatry service  <-- Please tick to initiate referral reason box

NOTE: The reason for referral and referral buttons will now be made available to you.

- Click into the '*Reason for referral' field and enter a reason for referral.



Reason for referral

NOTE: The reason for referral is mandatory and must be completed. Please read the supporting text prompts of additional information to include if not already included in the recent/current consultation. Some service like in the Podiatry tab will have blue clickable links to open up further referral criteria guidance for support.

- Click either the Urgent or Routine referral button based on the presenting problem.

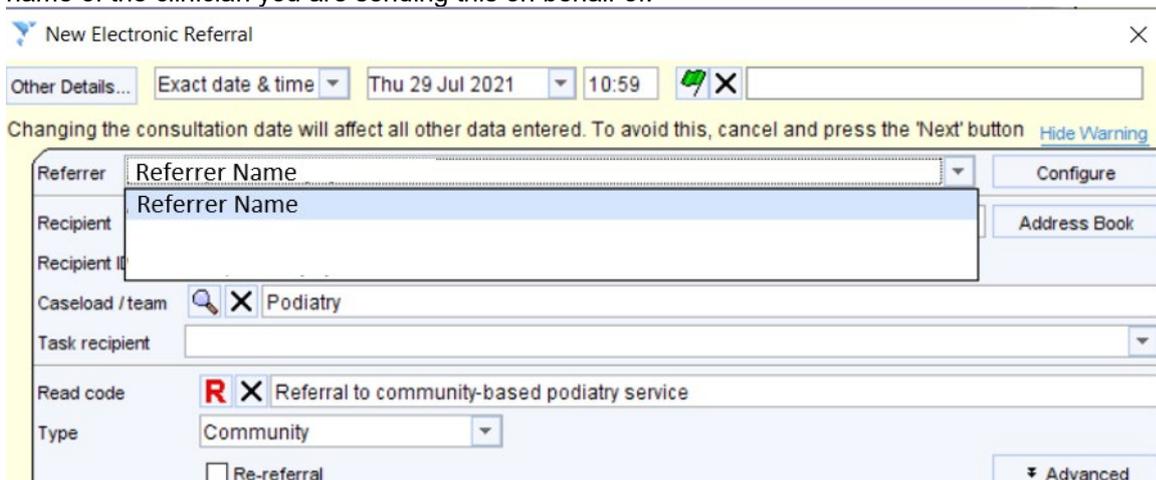


Urgent referral  Refer to ECCH Podiatry Service - Urgent Urgent referrals managed within 5 working days

Routine referral  Refer to ECCH Podiatry Service - Routine Routine referrals managed within 4 weeks

NOTE the indicated managed time frame is the current timeframe the service are working at to assist with the patient expectations and guide you with the urgency of this case.

- Once the pop up opens please check the Referrer box at the top to ensure it is displaying your name or the name of the clinician you are sending this on behalf of.



New Electronic Referral

Other Details... Exact date & time Thu 29 Jul 2021 10:59  X

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Referrer: Referrer Name  

Recipient: Referrer Name 

Recipient ID:

Caseload / team:  X Podiatry

Task recipient:

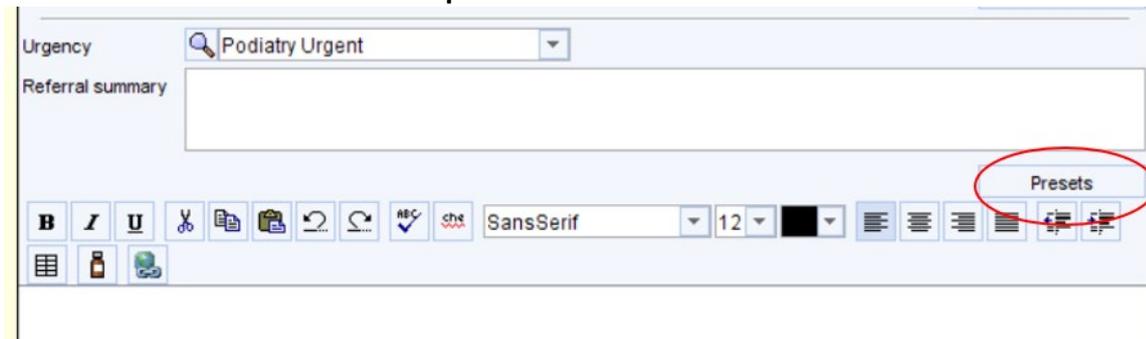
Read code: **R X** Referral to community-based podiatry service

Type: Community 

Re-referral 

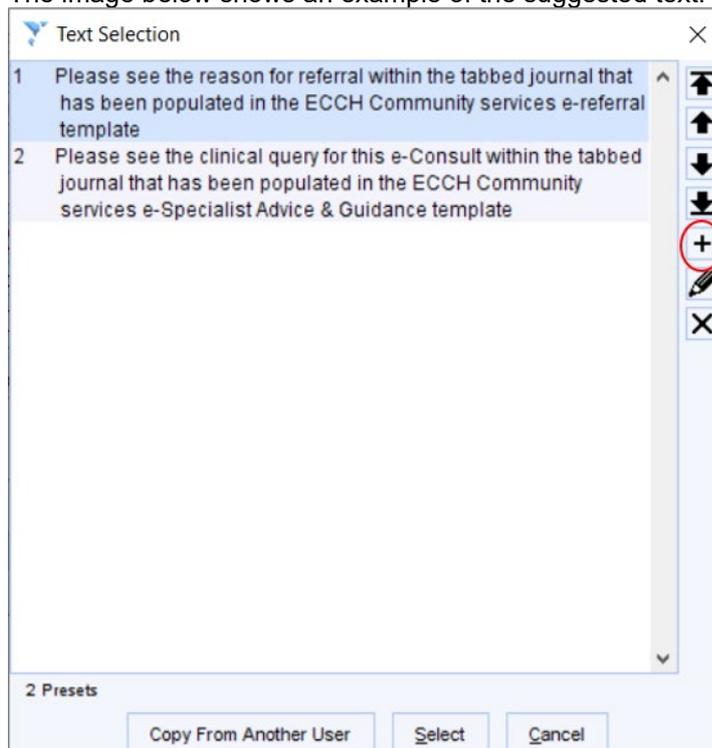
- There is no need to include a referral summary in this pop up as you have already included this on the main e-Referral template.
- SystemOne requires you to enter a narrative at the bottom of the pop up. Click on the 'Preset' icon:

SystemOne eReferral Template User Guide



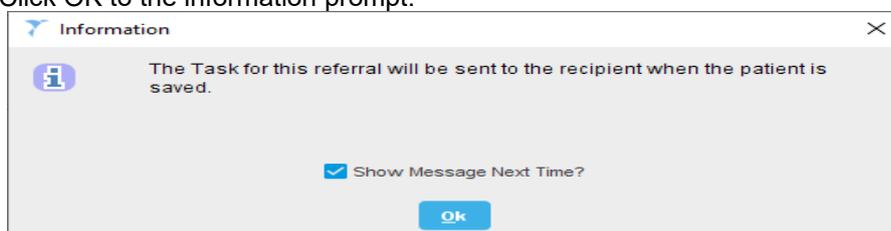
You will either be able to select the appropriate message from the list or using the '+' icon type in your own that you can then use as standard for any future referrals.

The image below shows an example of the suggested text:



Press select once the correct text is highlighted.

- 8 Click OK.
- 9 Click OK to the information prompt.

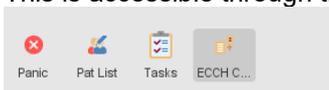


- 10 Click OK to the main template and save the patient record.

3. eSpecialist Advice & Guidance

eSpecialist Advice & Guidance functionality within SystemOne gives clinicians and services the ability to request Advice and Guidance from specialist services (i.e Diabetes, Heart Failure, Podiatry etc) relating to the enhancement of patient care.

This is accessible through the same template icon on the toolbar as eReferral:



SystemOne eReferral Template User Guide

1. With the template loaded, click the link in the bottom half of the template for the service you require guidance from:

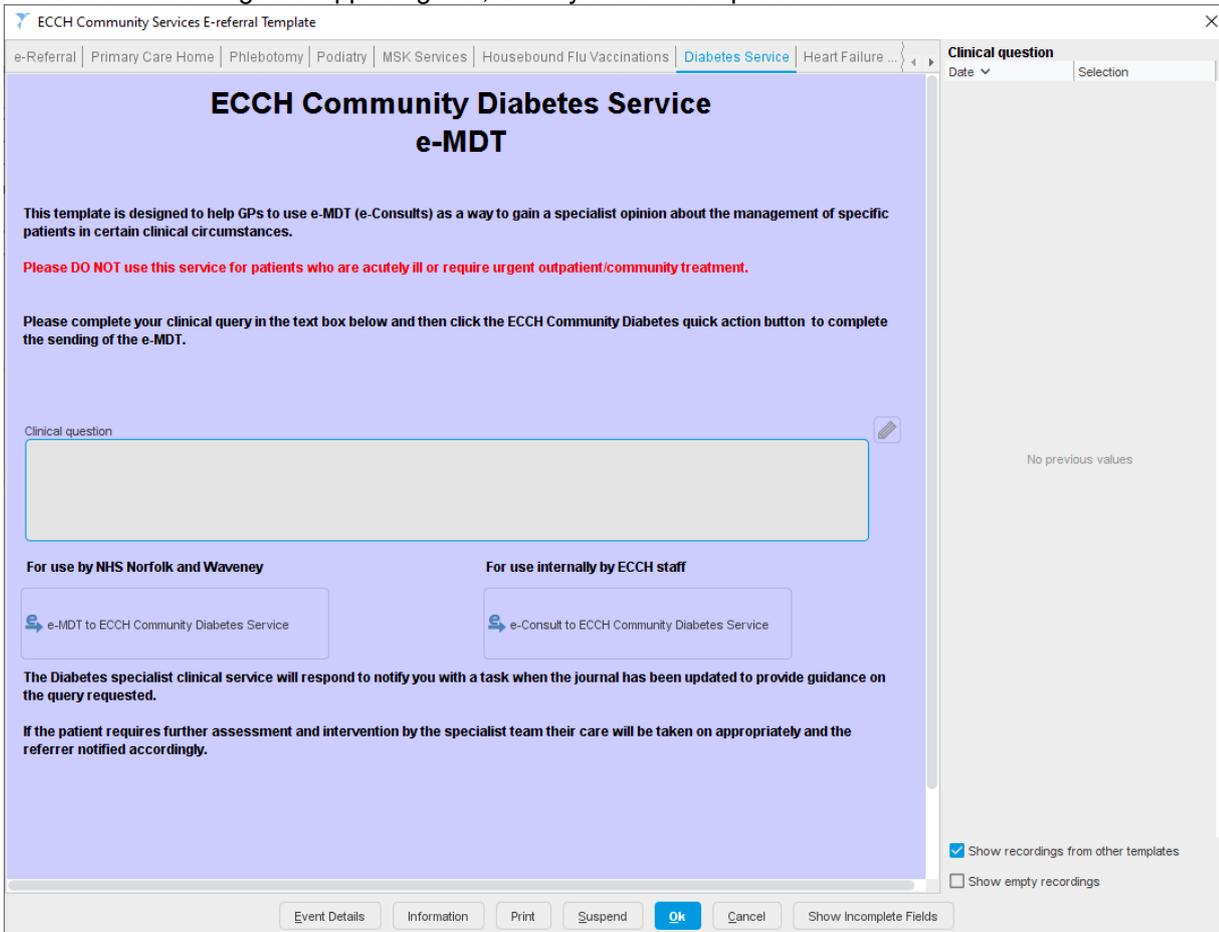
ECCH SERVICES FOR E-SPECIALIST ADVICE AND GUIDANCE

Diabetes Service Heart Failure Tissue Viability Podiatry

Please select the appropriate referral service at the top of the corresponding tab and remember to state the reason for the referral in the text box displayed on the services page before completing the e-Referral quick action.

If the patient declines consent to sharing of their record to enable an E-referral to be sent then please send the request through via the NHS.net email function from within SystemOne to ECCH.access@nhs.net

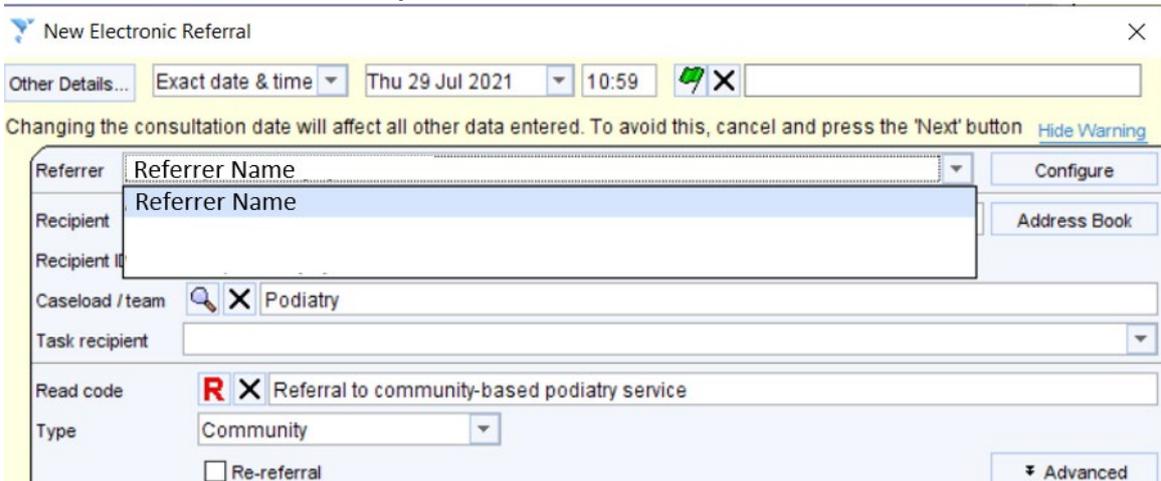
2. After reading the supporting text, Enter your Clinical question.



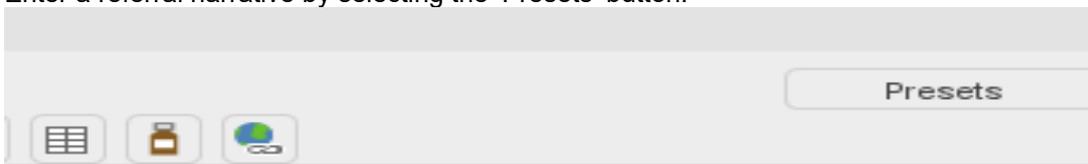
The screenshot shows the 'ECCH Community Diabetes Service e-MDT' template. At the top, there are navigation tabs for various services, with 'Diabetes Service' selected. The main content area contains instructions for using the e-MDT, a large text box for the clinical question, and two buttons: 'e-MDT to ECCH Community Diabetes Service' (for NHS Norfolk and Waveney) and 'e-Consult to ECCH Community Diabetes Service' (for internal ECCH staff). A 'Clinical question' sidebar on the right is currently empty, showing 'No previous values'. At the bottom, there are buttons for 'Event Details', 'Information', 'Print', 'Suspend', 'Ok', 'Cancel', and 'Show Incomplete Fields'.

3. Click the 'e-Consult to ECCH service button
Please note for Primary Care clinicians select the option under NHS Norfolk and Waveney, for internal ECCH requests please use the button under the internal ECCH staff.
4. Once the pop up opens please check the Referrer box at the top to ensure it is displaying your name or the name of the clinician you are sending this on behalf of.

SystemOne eReferral Template User Guide



5. Enter a referral narrative by selecting the 'Presets' button.



You will either be able to select the appropriate message from the list or using the '+' icon type in your own that you can then use as standard for any future referrals.

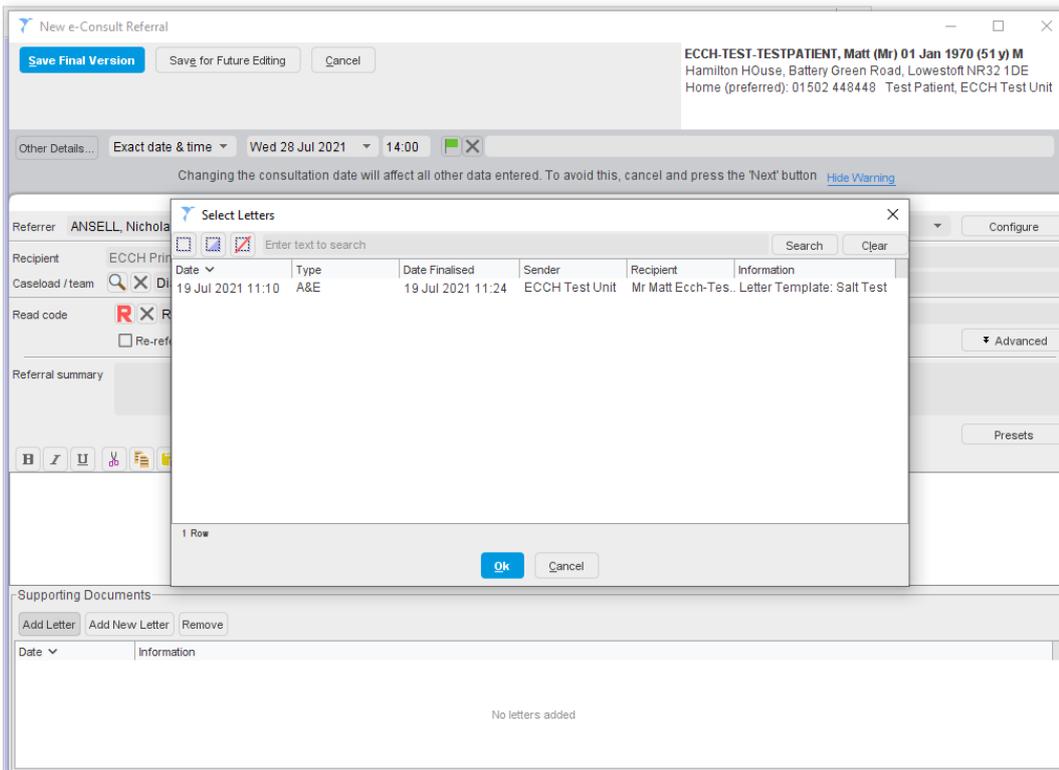
The image below shows an example of the suggested text:



6. If you require a document to support your request, click 'Add New Letter'.

SystemOne eReferral Template User Guide

ECCH Community Services E-referral Template

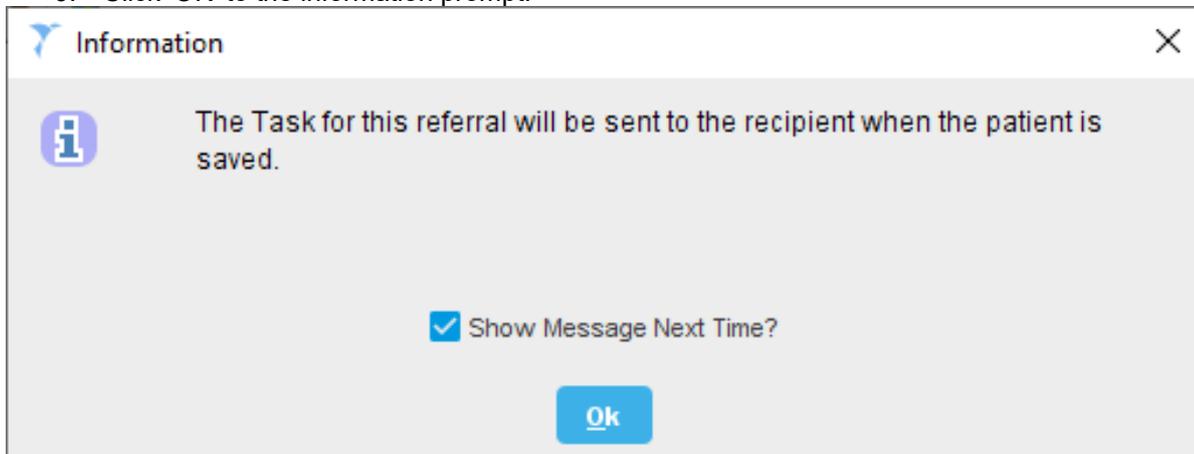


7. Select a letter from within the patient record.

NOTE the letter must be finalised in order to be attached

8. Click 'Save Final Version' on the top left to commit to the patient record.

9. Click 'OK' to the information prompt.



10. Click 'OK' to the main template and save the patient record.