

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.

7 ECCH Community S	Services E-referral Template		×
e-Referral Primary Ca	are Home Phlebotomy Podiatry MSK Services	\mid Housebound Flu Vaccinations \mid Diabetes Service \mid Heart Failure $\Big \}_4$	•
east coast community healthcare	ECCH Commu Referral	Inity Services Template	i r
Please click on the	: links below to take you to the ECCH Community :	Service you wish to refer this patient to:	
	Nursing Services - Primary Care Home	Podiatry	
	Occupational Therapy - Primary Care Home	Podiatry - MSK	
	Phlebotomy	Physiotherapy - MSK	
	Tissue Viability	Physiotherapy - Primary Care Home	
	Housebound Flu Vaccinal	ion Referral	
ECCH SERVICES FOR	R E-SPECIALIST ADVICE AND GUIDANCE		
Diabetes Service	Heart Failure Tissue Viability	Podiatry	
Please select the app box displayed on the If the patient declines NHS.net email functio	vropriate referral service at the top of the corresp services page before completing the e-Referral q : consent to sharing of their record to enable an E n from within SystmOne to ECCH.access@nhs.n	onding tab and remember to state the reason for the referral in the tex uick action. .referral to be sent then please send the request through via the st	a
			Show recordings from other templates
	Event Details Information	Print Suspend Ok Cancel Show Incomplete Fi	Ids

 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 SystmOne 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'.

coast ty healthcare	Referral	Template	community he
se click on the	links below to take you to the ECCH Community	r Service you wish to refer this patient to:	
-e-Referral	Nursing Services - Primary Care Home	Podiatry	
	Occupational Therapy - Primary Care Home	Podiatry - MSK	
	Phiebotomy	Physiotherapy - MSK	
		Physiotherapy - Primary Care Home	
	Tissue Viability		



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SystmOne eReferral Template User Guide

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

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* ECCH Community Services E-referral Template
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e-Referral | Primary Care Home | Phlebotomy | Podiatry | MSK Services | Housebound Flu Vaccinations | Diabetes Service | Heart Failure ... 🖓



- 6 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.
- 7 SystmOne requires you to enter a narrative at the bottom of the pop up. Click on the 'Preset' icon:

Re-referral



Urgency Referral summary	Podiatry Orgent	¥		
B Z U	x 🖻 🛍 그 오 💖 🕸	SansSerif	▼ 12 ▼ ▼	Presets

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:

*			~
	Please see the reason for referral within the tabbed journal that has been populated in the ECCH Community services e-referral template	^	1
	Please see the clinical query for this e-Consult within the tabbed journal that has been populated in the ECCH Community services e-Specialist Advice & Guidance template		-
			(+
			>
		~	
	TARA BR		

Press select once the correct text is highlighted.

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

🝸 Informa	tion	\times
đ	The Task for this referral will be sent to the recipient when the patient is saved.	
	Show Message Next Time?	
	Qk	

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

3. eSpecialist Advice & Guidance

eSpecialist Advice & Guidance functionality within SystmOne 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:





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-S	SPECIALIST ADVICE A	ND GUIDANCE			
Diabetes Service	Heart Failure	Tissue Viability	Podiatry		
Please select the appropr box displayed on the serv	riate referral service ices page before con	at the top of the correspo npleting the e-Referral qu	nding tab and remem ick action.	ber to state th	e reason for the referral in the text
NHS.net email function fro	om within SystmOne	to ECCH.access@nhs.net	ererrar to be sent the	n piease senu	the request thiough via the
2 After reading	a the supporting	n text. Enter your (linical question	1	
ECCH Community Services E-refer	ral Template	g text, Enter your c			X
e-Referral Primary Care Home Ph	lebotomy Podiatry MSK S	envices Housebound Flu Vaccina	tions Diabetes Service He	art Failure	Clinical question
erteienar rinnary care rione ri				arti anuro / ∢ ▶	Date 🗸 Selection
This template is designed to help of patients in certain clinical circums Please DO NOT use this service for Please complete your clinical quer the sending of the e-MDT.	SPs to use e-MDT (e-Consult tances. r patients who are acutely ill y in the text box below and t	s) as a way to gain a specialist op I or require urgent outpatient/com then click the ECCH Community Di	nion about the management nunity treatment. abetes quick action button to	of specific o complete	No previous values
For use by NHS Norfolk and Waver	ney	For use internally by EC	CH staff		
Se-MDT to ECCH Community Diabetes	Service	e-Consult to ECCH Com	nunity Diabetes Service		
The Diabetes specialist clinical set the query requested.	rvice will respond to notify y	ou with a task when the journal ha	s been updated to provide gu	uidance on	
If the patient requires further asse referrer notified accordingly.	ssment and intervention by	the specialist team their care will	be taken on appropriately an	d the	
					Show recordings from other templates
					Show empty recordings
3 Click the 'e-	Event Details Inf	Print Suspend	<u>O</u> k <u>C</u> ancel St	now Incomplete Fields	

- 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.



Y New Elec	tronic Referral	×
Other Details	. Exact date & time 💌 Thu 29 Jul 2021 💌 10:59 🥙 🗙	
Changing the	e consultation date will affect all other data entered. To avoid this, cancel a	and press the 'Next' button Hide Warning
Referrer	Referrer Name	▼ Configure
Recipient	Referrer Name	Address Book
Caseload /	team 🔍 🗙 Podiatry	
Task recipi	ent	*
Read code	R X Referral to community-based podiatry service	
Туре	Community	
	Re-referral	₹ Advanced

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

Presets

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:

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2 Pleas journ servi	e see the clinical query for thi al that has been populated in ces e-Specialist Advice & Gui	s e-Consult w the ECCH Co dance templa	rithin the tabber ommunity te	t	↓ ±
				(+
					×
2 Presets				~	
	Copy From Another User	Select	Cancel		

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



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ipient :eload / team		Date ❤ 19 Jul 2021 11:10	Type A&E	Date Finalised 19 Jul 2021 11:24	Sender ECCH Test Unit	Recipient Mr Matt Ecch-T	Information es Letter Template:	Salt Test		
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7	Select	a letter fr	rom withi	n the patier	nt record.					
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