**ERH Credentialled Diabetes Education – Procedure Specialist Clinics**

This is a public outpatient service with no out of pocket cost for consumers.

**Referrals**

Referrals / TCA (Team Care Arrangement) / EPC (Enhanced Primary Care Plan) are accepted from GP and community-based health professional, or patients can self-refer using self-referral form available from Medical Consulting Suites Specialist Clinics reception and ERH Website.

If a patient is being referred with a Medicare GP Team Care Arrangement or Enhanced Primary Care Plan, a new referral is required every 12 months.

All referrals **must include:**

* Recent investigations including diabetes pathology - Urine ACR, HbA1c, Biochemistry / UEC, FBE, & Lipid profile
* Detailed reason for referral, working diagnosis, Medical history—current and relevant past, Medications (including non-prescription medicines, herbs and supplements), Allergies, Relevant investigations, Relevant social history, Current management of the condition and response to this, Patient contact details, if the person identifies as an Aboriginal and Torres Strait Islander

**Eligibility Criteria**

* Patients aged 18 years and over
* We do not currently offer Credentialled Diabetes Education support (CDE) and consultations for gestational diabetes, hospital in-patients, home visits or to Aged Care facilities.

**Referral rejection**

Specialist Clinic may decline a referral when:

* The patient is under 18 years of age.
* Conditions are not relevant to diabetes condition
* Absence of pathology
* Gestational diabetes
* Referral from ERH Inpatients/aged care facility

**Receiving & managing referrals**

Screening of referral suitability – within 8 working days

Clinical prioritisation – within 8 working days

Referral acceptance/rejection – within 8 working days

Referral acknowledgement to referrer / or patient if self-referred– within 8 working days

Referral acceptance acknowledgement for TCA referrals sent by a GP and completed by CDE are faxed to referring GP clinic within 8 working days.

Appointment time (urgent), next available or placed on waiting list (routine) – within 8 working days

**Clinical Prioritisation/Triage categories**

Urgent – appointment within 14 working days.

Next available – appointment within 90 calendar days

Routine – placed on wait list and seen within 365 days following the ‘next in turn’ policy

**Referral triage tool**

**Written Communication**

Letter is sent to patient and referrer to advise of referral acceptance, clinical triage outcome and expected wait time for an appointment.

Progress letter sent following first MBS visit to referrer/GP. Progress letters sent to referrer/GP annually and as requested.

**Waitlists**

Waitlist is reviewed regularly and phone contact audit completed every 4-6 weeks.

Updated referrals will be reviewed by the CDE and triaged accordingly.

**Appointment Scheduling**

Appointments are made via telephone with option for confirmation of appointment time and date provided to patient in writing.

A reminder text message is sent to patient 24 hours prior to scheduled appointment

New referrals first appointment – 1hour 15min

Review appointments – 45 minutes