**ERH General Surgery Referral Procedure Specialist Clinics – Dr Victoria Jenkins**

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

**Referrals**

Referrals are accepted from GP or medical professional

All referrals must meet State-wide referral Criteria -

[Minimum information for referrals to non-admitted specialist services | health.vic.gov.au](https://www.health.vic.gov.au/patient-care/minimum-information-referrals-non-admitted-specialist-services)

General Surgery Specialty referral information: [Specialities | src.health.vic.gov.au](https://src.health.vic.gov.au/specialities)

All referrals **must include:**

Relevant pathology and test results

**Eligibility Criteria/conditions seen by General surgeon**

General surgery conditions

We do not currently offer support for patients for the following conditions / procedures:

Port-a-Cath, Circumcisions, Hiatus hernia, Trigger finger, Laparoscopic fundoplication, vasectomies, Dupuytren's contracture

**Referral rejection**

Specialist Clinic may decline a referral when:

* Incomplete referral information
* Relevant results and / or pathology not provided

**Receiving and managing referrals**

Screening of referral suitability – within 8 working days

clinical prioritisation – within 8 working days

Referral acceptance– within 8 working days

Referral acknowledgement to referrer – within 8 working days

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

**Clinical Prioritisation/Triage categories**

Urgent – seen within 30 working days

Routine – seen within 12 months following the ‘next in turn’ policy

**Written Communication**

Progress letter sent to referrer/GP following each appointment - within 8 working days

Discharge letter sent to referrer/GP - within 8 working days following final appointment

**Waitlist**

Waitlist is reviewed regularly.

Patients that have been on waitlist 12 months will be contacted via telephone at a 6-month interval to establish if they are still requiring an appointment and update any details.

Updated referrals will be reviewed by specialist and triaged accordingly.

**Appointment Scheduling**

Appointments are made with patient via telephone with the option 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 – 30 minutes

Review appointments – 15 Minutes

New Breast / cancer appointment – 45 minutes