**ERH Wounds clinic Referral Procedure Specialist Clinics**

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

**Referrals**

Referrals are accepted from GP, Medical Specialist or patient can self-refer using the self-referral form.

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)

**All referrals must include:** wound history, current medications (prescribed and unprescribed), allergies and past treatment of the wound.

Referrals are valid for 12 months from date of acceptance

**Receiving and managing referrals**

Screening of referral suitability – 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 –

all referrals for wound care are prioritised as urgent

Routine – seen within 365 days following the ‘next in turn’ policy

**Written Communication**

Progress letter sent to referrer/GP if requested or if any concerns regarding patient health - within 8 working days

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

**Waitlist**

There is currently no waiting list for Wounds Specialist clinic.

Updated referrals will be reviewed by specialist and triaged accordingly.

**Appointment scheduling**

New referrals first appointment – 1hour

Review appointments – 40 Minutes

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