

ERH Paediatrics referral Process Specialist Clinics

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

Referrals

All referrals must meet State-wide referral Criteria - [Minimum information for referrals to non-admitted specialist services | health.vic.gov.au](http://health.vic.gov.au)

Referrals are accepted from GP or medical professional

Eligibility Criteria

- 18 years and under
- Behavioural /Developmental, ADHD, and General Paediatrics for children 18 years and under
- We do not currently offer assessment and consultations in Paediatric disordered eating.

In situations where the Consulting Suites Specialist Clinic Paediatrics does not capacity to offer consultations the referral will be redirected to another specialist clinic with consent of Referrer and patient.

Receiving and managing referrals

Screening of referral suitability / 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 24 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 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.

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

Did Not Attend (DNA)

If a patient fails to attend an appointment, the team will attempt phone contact with patient. A failure to attend letter will be sent to the patient and referrer prompting the patient to contact the specialist clinic to reschedule the appointment. It is the patient's responsibility to contact the Specialist Clinic to reschedule the appointment.

If the patient is classified as high risk the specialist will contact the patient to reschedule the appointment.

A patient that does not attend a scheduled appointment may be subject to a fee set by the Specialist.