ERH Nephrology referral procedure Specialist Clinics

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

Patients who are not eligible for Medicare or DVA-funded services will incur fees.

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

All referrals **must include:**

- FBE
- UEC
- urine microscopy
- urine albumin/creatinine ratio
- renal tract imaging (US or CT scan)

Referral rejection

Specialist Clinic may decline a referral when:

- Conditions not relevant to Nephrology
- Absence of pathology

Receiving & managing referrals

Screening of referral suitability – within working 8 days

Referral acceptance/rejection/redirected – within 14 working days

clinical prioritisation – within 14 working days

Referral acknowledgement to referrer– within 14 working days

Appointment time (urgent) or placed on waiting list (routine) – within 14 working days

Clinical Prioritisation/Triage categories

urgent / next available - within 30 working days

Routine – appointment within 365 days following the 'next in turn' policy

Written Communication

Progress letter sent to referrer/GP following first visit - within 8 working days

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

Discharge summary sent to referrer /GP – within 8 working days following final appointment

Waitlists

Waitlist is reviewed regularly and patients will be contacted every 12-16 weeks to establish if patient is still requiring an appointment. 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 the specialist and triaged accordingly.

Appointment Scheduling

Face to face appointment length:

New referrals first appointment – 40 minutes

Review appointments – 20 minutes

Face to face and telehealth appointments – the specialist will recommend the type of appointment best suited to condition at triage

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