

Component Spotlight

Open Referrals component

About the component:

The Open Referrals component allows the user to instantly identify referrals that have yet to be categorised and presents a risk value derived from the number of days referrals have been extant.

Who it's for: Scheduling and Booking Officers, Wait List Managers and Auditor, Nurse Unit Managers, Care Coordinators, Clinical and Administration Managers, Directors, Executive, Service Improvement or Project Officers.

Where you'll find it:

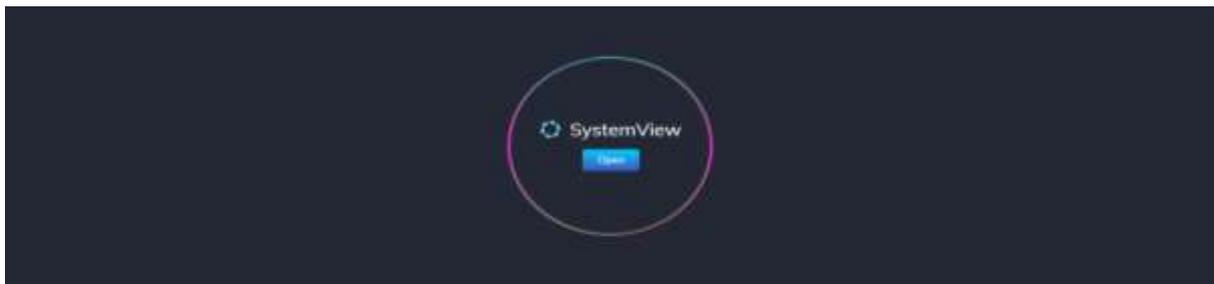
SystemView > Explore > Outpatients > Open Referrals

Data refresh rates:

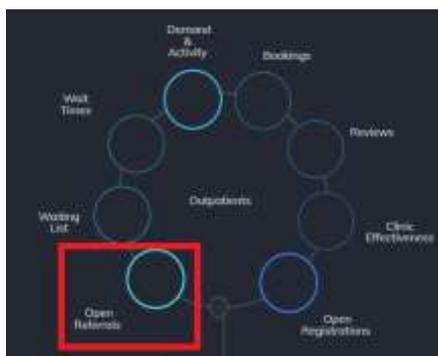
The data within this component updates daily.

Step 1.

Sign in to SystemView using your current hospital credentials and password



Step 2.



Navigate to Explore > Outpatients > Open Referrals

Step 3.

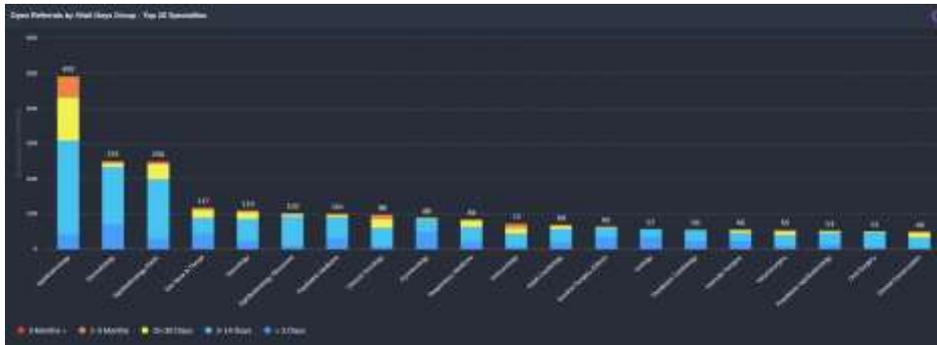


Apply drop-down filters **at the top of the page to refine the data.**

Step 4.



Summary displays the number of Open referrals per wait days group.



Open Referrals by Wait Days Group – Top 20 Specialities displays the number of Open referrals by Speciality by group:

- < 3 days
- 3-14 Days
- 15-30 Days
- 1-3 months
- 3 months +

Selecting a speciality (bar) in the chart will change the display of the chart to the selected speciality.



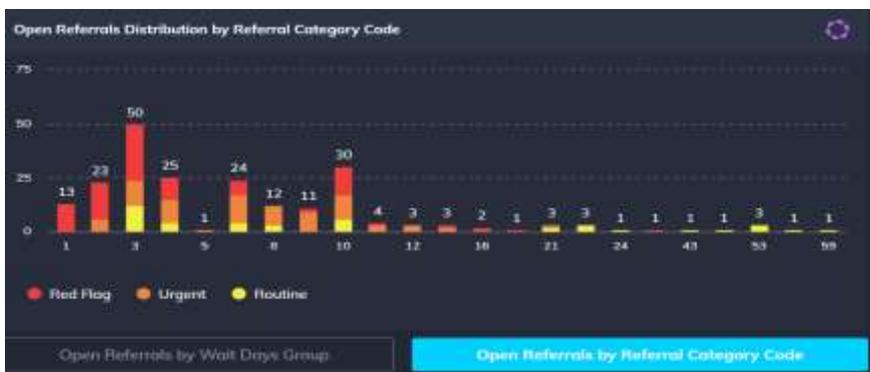
Open Referrals by Wait Days Group displays the number of Open referrals by group:

- < 3 days
- 3-14 Days
- 15-30 Days
- 1-3 months
- 3 months +



Open Referrals Distribution by Wait Days Group displays the distribution of Open referrals based on Wait Days Group and the number of days they have been waiting for categorisation.

When a speciality has been selected the view of the chart will be changed to ‘Open Referrals by Referral Category Code’.



Open Referrals Distribution by Referral Category Code displays the distribution of Open referrals for the selected speciality based on the number of days they have been waiting per category.



Open Referrals by Referral Status displays the number of referrals awaiting triage.



Select **i** to display referrals status definitions

Referral Status:

New	Referral documents still to be opened by administrator. This would include some documents which are ultimately not referrals, or referrals which will ultimately not be accepted, but there is no way to isolate these records at this point.
Ready for Triage	All new referrals requiring triage by a Nurse to identify what speciality the referral is for, that the patient resides in the HHS catchment and if the referral is for a new condition or a review condition etc.
Ready for Categorisation	The referral has been placed in the clinician's folder within SWIFT waiting for a category to be assigned.
Categorisation Completed	The clinician has accepted the referral and assigned the appropriate category. This queue is now for the administration team to wait list in ESM.



Open Referrals Trends by Wait Days Group displays the daily summary trend of Open Referrals based on the Wait Days Group.

Open Referrals Details

Speciality	Referral ID	Patient ID	Referral Received Date	Days Waiting for Categorisation	Patient Given Priority	Patient Success	Patient Date of Birth	Category	Wait Day Group
Dermatology			11 Dec 2023	04	*****	*****	01 Jan 1970	UC	1-3 Mths
Dermatology			11 Dec 2023	06	*****	*****	01 Jan 1970	UC	1-3 Mths
Dermatology			18 Dec 2023	03	*****	*****	01 Jan 1970	UC	1-3 Mths
Dermatology			18 Dec 2023	03	*****	*****	01 Jan 1970	UC	1-3 Mths
Dermatology			18 Dec 2023	03	*****	*****	01 Jan 1970	UC	1-3 Mths

Open Referrals Details displays a patient list with the Open referrals.

Select the button located alongside the filters at the top of the component. Patient details includes an exportable table of elective surgery patients that updates daily and once activated, can be saved and referenced in **Interact - MyLists**.

Do the days waiting calculations include or exclude weekends?

The Open Referral days waiting calculation includes weekends.