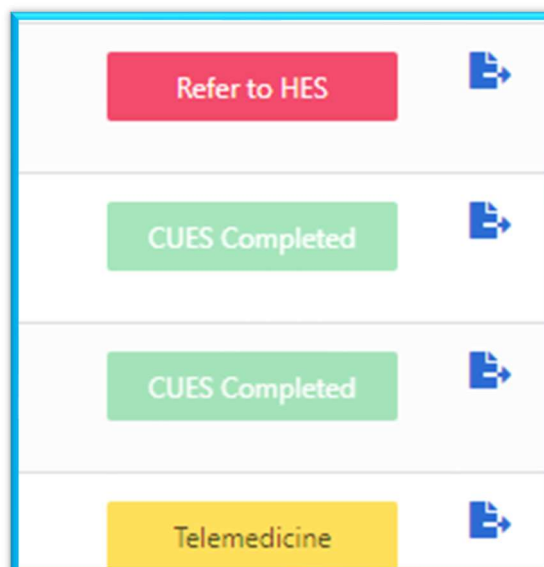




## Referrals with OPERA: An overview

- Opera uses the word **referrals** in relation to moving from one stage to the next and for referrals to GP and HES whether routine, urgent or emergency.
- Once you have selected manage patients and entered the eligibility screening information, you then decide on an outcome:
  - a) deflect to A&E
  - b) deflect to self-care
  - c) **refer** to telemedicine [various options]
- You then select manage referrals and your dashboard shows you the status of your patients and whether further action is required [**always check this at the beginning and end of the day/session**]
- Once you have completed the telemedicine you choose:
  - a) discharge
  - b) **refer** to face to face [various options]
  - c) **refer** to GP
  - d) **refer** to HES [various options]
- OPERA will send all referrals (via email) from the system once you have completed all the sections which will then appear green on your dashboard.
- The referral reports generated will be updated mid-August 2020.
- If the patient episode is amber or red, then it is waiting further action from you (see image below)
- For more information, look at the help section and videos on Opera: <https://help.optom-referrals.org/>
- An information letter will be emailed to the GP once the episode is completed (via DOCMAN)



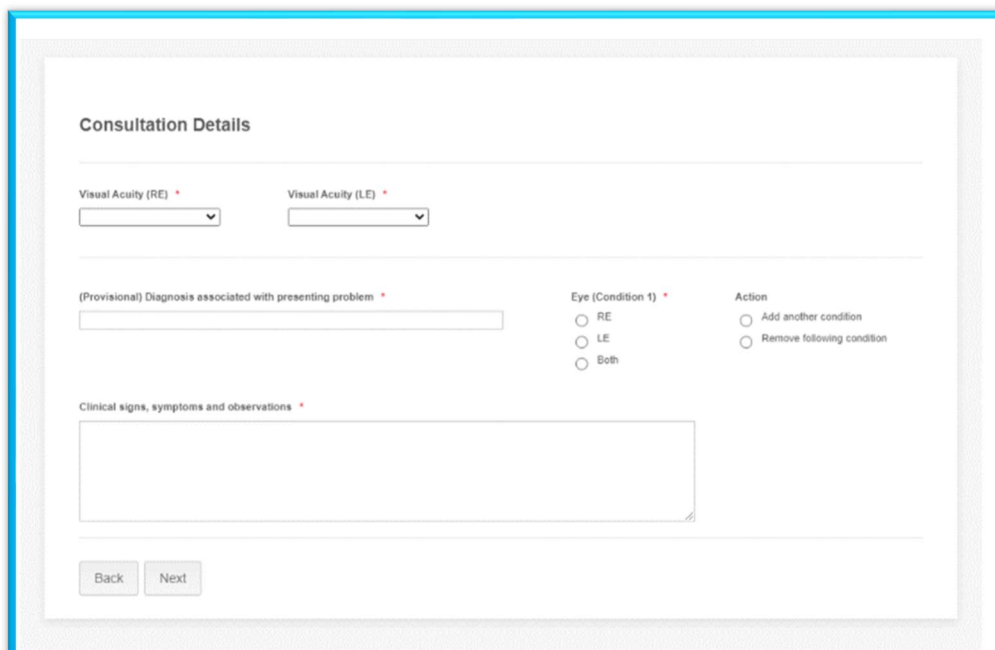
### Eligibility screening: entered as a triage with deflection

- If the outcome is signpost to HES emergency from eligibility screening – the front of house staff will have discussed with Optometrist first.
- You will need to enter the eligibility /triage screening onto Opera
- NO referral will be sent via Opera
- The optometrist may provide a short referral note [e.g. in the case of RD / Temporal arteritis or neuro conditions] for the patient to take with them and telephone eye casualty as per usual procedure
- For every CUES contact, you must enter the triage/eligibility form on to OPERA whether the patient has telemedicine or is signposted [deflected] from CUES

### Telemedicine (entered as an episode of care)

#### Urgent/emergency referrals

- The Optometrist will identify an urgent/emergency problem and complete the episode.
- In the outcome, choose refer to hospital' then go back to your dashboard and complete the choice of hospital.
- Ensure appropriate information to support your referral is included in the clinical sign, symptoms and observations box on the telemedicine assessment form (see image below)
- Currently the referral from OPERA will appear in the dedicated urgent care email in box at the hospital.
- You MUST call the eye clinic to advise the triage nurse of this urgent or emergency referral being sent and ensure the patient can be seen (on the same day if emergency referral).
- You may download and print a copy of the referral for the patient to take with them as well.



**Consultation Details**

Visual Acuity (RE) \*

Visual Acuity (LE) \*

(Provisional) Diagnosis associated with presenting problem \*

Eye (Condition 1) \*

RE

LE

Both

Action

Add another condition

Remove following condition

Clinical signs, symptoms and observations \*

### Routine referrals

- Complete the episode and then choose the hospital choice check that the episode dashboard has gone green.
- Opera will send the referral to the dedicated routine referral in box for that hospital.

### Face to face (F2F) episode of care

#### Urgent/emergency referrals

- Complete the screening telemedicine and F2F episodes of care then go back to your dashboard and complete the choice of hospital.
- Ensure appropriate information to support your referral is included in the clinical sign, symptoms and observations box on the F2F assessment form.
- Currently the referral from OPERA will appear in the dedicated urgent care email in box at the hospital.
- You **MUST** call the eye clinic to advise the triage nurse of this urgent or emergency referral being sent and ensure the patient can be seen (on the same day if emergency referral).
- You may download and print a copy of the referral for the patient to take with them

#### Routine referrals

- Complete the episode and then choose the hospital choice check that the episode dashboard has gone green
- Opera will send the referral in the dedicated routine referral in box for that hospital

### Contact numbers (as of 7<sup>th</sup> August 2020)

Birmingham and Midland Eye Centre (BMEC): 0121 507 4440

Royal Wolverhampton Hospital Acute Referral Centre (ARC): 01902 695847.

Russell's Hall Hospital Urgent Referral Centre (URC): 01384 456111 (ext. 3625)