Local Operations Procedure

Consultations on Emis.

Consultations are done a day after the clinic.

You are required to go through each clinic list on Emis from the day before. It is advised to take note of the details from each patient’s consultation to enable the update of the MICAS follow up sheet as well as to refer back to for future reference.

1- Note clinicians name, location of clinic and date.
2- Note patients name and NHS number. For example SMITH, Zoe -234 567 8910

3- Briefly read the text written by the clinician and take note of what further action has been decided for the patient. E.g. (Investigations & Clinic follow up, Assessed & discharged, referred on, Investigations and letter follow up etc.) and what the patient is been referred for e.g. (MRI, Ultrasound, NCS/EMG etc.) Also follow up any action needed by admin by the clinician, e.g. (request MRI images/ report from GP, send results/ consultation letter to patient, request prescription.)

4- Click on documents tab on the top of Emis. Print or send all referrals to the appropriate department (details below as to where each referral is sent). Create a consultation letter and send to GP. To do this you will need to
   • Click add
   • Create letter- choose MICAS GP Letter 1

Once on screen click save and close this will then give you an option to save the document as ‘Clinical consultation report’ tick the send email icon and this will allow you to send the consultation to the patients’ registered GP practice. If we have the email address for that GP practice you can send it via email if not you will have to print the consultation and send it by post. The consultation letter is now complete and should be saved in Emis in the patients’ record.

! Please note if any referrals are missing you will need to email the clinician for them to create it this needs to be done as soon possible.

5- Another letter labelled ‘Referred on Secondary care’ for all referred on patients will need to be created and sent out to the patient via post. To do this you will need to
   • Click add
   • Create letter- Referred on Secondary care
   • Tick the boxes for which investigation the patient is been referred for and print.

6- Once all referrals, letters and correspondence are printed separate them
   • Folding any letters needed to be sent out in the post and
   • Separate other referrals by examination type/department, e.g. (MRI, Ultrasound, NCS etc.)
**Referrals** - The below referrals are sent to Central Bookings at St Georges Hospital. They are emailed to stgh-tr-referrals@nhs.net

- Physiotherapy
- Orthopaedics
- Rheumatology
- Pain clinic
- Neurology

**Faxes**

- MRI: 0208 725 2937
- Ultra sound: 0208 725 1778
- Biomechanics/ Podiatry: 0208 812 4056
- Neurosurgery: 0208 725 4452
- Neurophysiology & NCS/EMG: 0208 725 4632

**X-rays** are sometimes handwritten you may also find electronic ones on Emis. This is usually given to the patient as it is a walk in service. You may need to send this out to the patient via post if the clinician puts it the consultation or emails you.

**Administration slots**

As well as clinic lists on Emis you will find administration slots for different clinicians. The administration list may contain letters, results or information that needs to be sent to the patient. Click on each patient. Sometimes the clinician may write a note on the admin list or sometimes in the consultation tab you will find a note to chase a report or book a follow up for example. All letters need to be sent to the patient and the GP is CC as indicated at the bottom of the letter. Letters are sent via post to patients and emailed to the GP.

**Referring to other hospitals**

- Chelsea and Westminster- gpreferrals chelwest (CHELSEA AND WESTMINSTER HOSPITAL NHS FOUNDATION TRUST) chelwest.gpreferrals@nhs.net (for orthopaedics referrals only)

**FAX for Imaging/ radiology** - 020 3315 8588 or I have 0203 315 8576.

In health- 0844 581 0324 use this to get reports on the same day.