



To: All Clinics via Clinic Leads

cc: All clinic managers

Subject: New Service Announcement – Central Intake for Pediatrics

Nanaimo Pediatricians are excited to offer a central intake service for all primary care referrals.

Most of our primary care colleagues will be familiar with this process from other specialties.

Beginning **June 19**, all Pediatric referrals will be made via a simple, standardized referral form faxed to a central intake line. The referral form will be available on Pathways and in your clinic EMRs.

Making a referral:

On the referral, you may request that your patient see a specific pediatrician or the First Available. For referrals to a specific pediatrician, the referral will be forwarded to that provider from the central line, to be triaged and booked directly by that clinic.

First Available referrals will be triaged by a rotating group of pediatricians who assign both a Consult Type and a Consult Priority based on the details in your referral. Confirmation of triage and an estimated wait time will be sent directly to your clinic via a Referral Acknowledgement, along with notification of any questionnaires your patient has been asked to complete. Patients will receive the questionnaires directly from Central Intake.

When the referral is assigned to a specific pediatrician, you will receive communication directly from their office with the booking information.

If the status of your patient changes while waiting for their appointment, please update via direct communication with the assigned pediatrician, or send an updated referral with the new information if an appointment has not yet been made.

Referrals faxed to our offices directly will not be accepted after **June 19** and will be faxed back with instructions on the new referral process.

Our website will be live on June 12 and will include links to resources you can direct your patients to while waiting for their appointment, as well as questionnaires for patients/families and teachers. You will receive a service announcement reminder, along with a link to the live website, on June 12.

The CYAN clinic, Diabetes clinic, and eating disorder program referrals are outside of the Centralized Intake process.

A reminder that for truly urgent referrals, Nanaimo always has a pediatrician on call to discuss your concerns with and facilitate assessment of ill children into PAHC.

Thank you and please reach out with any questions.

Contacts:

Erin Hemmens

ehemmens@nanaimodivision.ca

250.268.4552