

## COMMUNITY CHILDRENS SERVICES REFERRAL PROCESS - EMIS GUIDANCE

### 1. ADDING A NEW REFERRAL

This guidance document covers the process for referring children to services within Emis Web. The services using Emis Web are Child and Adolescent Mental Health, Speech & Language Therapy, Children & Families, Specialist Community Paediatrics and SPHERE Continence Service.

There are 3 basic steps

1. Create a referral letter/template/Consultation & save to the patient's Care Record
2. Create an Inbound Referral for the relevant team in Patient Administration
3. Send a task to the relevant Admin team advising that a new inbound referral has been created for their team

Follow the steps below, along with the Service Specific information that follows:

#### CAMHS

- [CAMHS](#)
- [CAMHS Connect Eating Disorders](#)
- [CAMHS Infant Mental Health Team](#)

#### Children & Families

- [Parenting Team](#)
- [School Nursing](#)
- [Growth & Nutrition Team](#)
- [CF WD Support Service](#)

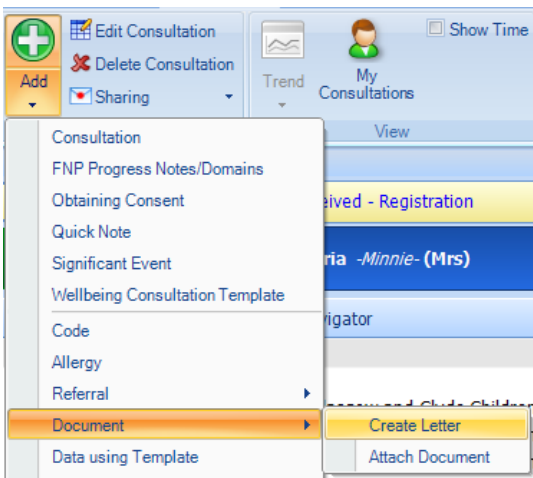
#### SPHERE Continence Service

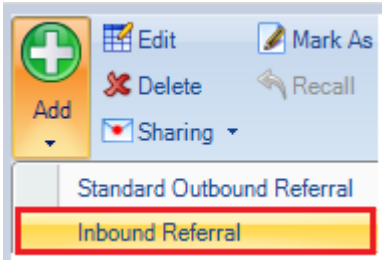
- [SPHERE Continence Service](#)

#### Specialist Community Paediatrics

- [CCN](#)
- [Occupational Therapy](#)
- [Physiotherapy](#)
- [All other SCP services \(e.g. Disability, Vulnerability, Specialist Child Protection, Neuro Dev etc.\)](#)
- [Speech & Language Therapy](#)
- [Children & Young People's Networking Team](#)

Step	Action
1.	<p><b>Check if the child already has a referral to the relevant team.</b></p> <p>Access the child's Care Record and navigate to the Referrals tab</p> <p>Any existing referrals for the child will be displayed. The information displayed includes the referral date, clinical term, referral source, name of the person who added the referral and the referral status (active, ended, rejected)</p>

	<p><b>Inbound Referrals</b></p> <table border="1"> <tr> <td>27-Sep-2016</td> <td>! Referral to community paediatric service</td> <td>FROM: TEST Service</td> <td>EWING, Sharon (IMT)</td> <td>Active</td> </tr> <tr> <td>05-Sep-2016</td> <td>Referral to child and adolescent psychiatry service</td> <td>FROM: TEST Service</td> <td>EWING, Sharon (IMT)</td> <td>Active</td> </tr> <tr> <td>31-Aug-2016</td> <td>Referral to speech and language therapy service</td> <td>FROM: TEST Service</td> <td>EWING, Sharon (IMT)</td> <td>Ended</td> </tr> </table> <p>The detailed view pane on the right hand side of the screen will display the team with whom the highlighted referral is allocated</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p style="text-align: center; background-color: #e1eef6;">Detailed View</p> <p><b>Referral to child and adolescent psychiatry service</b></p> <p>Date <b>05-Sep-2016</b></p> <p>To <b>North CAMHS</b></p> <p>Speciality <b>Child and Adolescent Psychiatry</b></p> </div> <p>If the child already has an active referral with the relevant team, then you do <b>not</b> need to create another inbound referral. Instead contact the team which has the referral and speak to the case holder or a key clinician.</p>	27-Sep-2016	! Referral to community paediatric service	FROM: TEST Service	EWING, Sharon (IMT)	Active	05-Sep-2016	Referral to child and adolescent psychiatry service	FROM: TEST Service	EWING, Sharon (IMT)	Active	31-Aug-2016	Referral to speech and language therapy service	FROM: TEST Service	EWING, Sharon (IMT)	Ended
27-Sep-2016	! Referral to community paediatric service	FROM: TEST Service	EWING, Sharon (IMT)	Active												
05-Sep-2016	Referral to child and adolescent psychiatry service	FROM: TEST Service	EWING, Sharon (IMT)	Active												
31-Aug-2016	Referral to speech and language therapy service	FROM: TEST Service	EWING, Sharon (IMT)	Ended												
<p>2.</p>	<p><b>Create Referral Letter (Not required for Specialist Community Paediatric teams internal referrals)</b></p> <p>Access the child's Care Record. Click the Add Arrow &gt; Document &gt; Create Letter.</p>  <p>Click the Spy Glass in the New Patient Letter window and search for the required letter/referral/request for assistance document or select from the previously used list. [See the service specific sections below for details on which letter to use.]</p> <p>When you have completed the letter/form, click Save and Close. The letter/referral document does not need to be printed.</p>															
<p>3a.</p>	<p><b>Create An Inbound Referral via Patient Administration</b></p> <p>Access Patient Administration. Select your team and the Inbound Referrals List (you need to do this to access the New Referral button)</p> <p>Click New Referral on the Ribbon. The New Referral window will appear</p>															

	<p><b>Referral Source &amp; Target</b></p> <p><input type="checkbox"/> Is this a Self Referral?</p> <p>* Referral Source <input type="text"/></p> <p>* Referral Target <input type="text"/></p> <hr/> <p><b>Patient Administration</b></p> <p><input checked="" type="checkbox"/> Add this Referral to your Patient Administration List</p> <p>* Assigned Service <input type="text"/></p> <p><i>See the service specific sections for details on what to enter in the fields on the 3 screens.</i></p>
3b	<p><b><u>OR</u></b></p> <p><b>Create an Inbound Referral via the Care Record</b></p> <p>Access the child's Care Record and navigate to the Referrals tab</p> <p>Click Add and select <b>Inbound Referral</b></p>  <p><b>Note: You must select Inbound Referral, otherwise the referral will not appear in the target's inbound referrals list.</b></p> <p>The Inbound Referral window will appear.</p> <p><b>You must tick the box – Add this Referral to your Patient Administration list otherwise the referral will not appear in the target's patient administration lists.</b></p> <p><i>Complete the rest of the window following the instructions in the service specific sections.</i></p> <p><b>Note:</b> The Referral Target you select should also appear in the Assigned Service field.</p>

4. **Send Task**
- Access Workflow. Click Add Task. Complete the Add Task Window as follows:
- Task Type** – Patient Note – this ensures all the patients details are in the task.
- Patient** – if you have a patient active in your patient précis bar, it will be copied into the patient field. If this is not the correct patient, or you do not have a patient active, click the Spy Glass and search / select the correct patient
- To** – click the Spy Glass and search for the relevant Admin team. e.g. type North CAMHS admin, North SLT admin, NE Duty admin (for SCPT). For C&F, search for the specific team e.g. Parenting admin
- Notes** – advise the admin team that a referral letter/form has been saved on the child’s care record and an inbound referral has been created.
- Click Send
- \*\*Note – you will not see the inbound referral in your patient admin list unless you are also a member of the team you are sending the referral to in Emis Web. You will see the referral in the referrals tab of the care record for the patient.**

**ADDING A NEW REFERRAL TO CAMHS**

Step	Action
1	<p><b>Create / Attach Referral Letter</b></p> <p>See the <a href="#">NHS GGC CAMHS Referral Guidelines</a> on Staffnet for details on information which needs to be provided in the referral letter.</p>
2	<p><b>Create Inbound Referral</b></p> <p>Complete the New Referral fields as follows:</p> <p><b>Referral source</b> – Search for the name of the referrer (e.g. an Emis Web caseholder, or option from the Referral Sources folder)</p> <p><b>Referral target</b> – Select the appropriate team, e.g. Inverclyde CAMHS</p> <p>The Referral target will be copied into the Selected Service – do not change this.</p> <p>Ensure that Add this referral to your patient admin list box remains checked. Click Next.</p> <p><b>Clinical term</b> – select <i>Referral to child and adolescent psychiatry service (8HHR)</i></p>

	<p><b>Purpose</b> – select Assessment</p> <p><b>Reason for referral</b> –add a brief note</p> <p>Click Next</p> <p>Click OK (you do not need to complete the appointment preferences screen)</p>
3	<p><b>Send a task to the relevant admin team.</b> <a href="#">Instructions above.</a></p>

#### ADDING A NEW REFERRAL TO CAMHS EATING DISORDERS (CONNECT ED)

Step	Action
1	<p><b>Create / Attach Referral Letter</b></p> <p>Use the spyglass to search for &amp; select Connect-ED Referral Request For Assistance and complete the document.</p>
2	<p><b>Create Inbound Referral</b></p> <p>Complete the New Referral fields as follows:</p> <p><b>Referral source</b> – Search for the name of the referring CAMHS Team (e.g. North CAMHS)</p> <p><b>Referral target</b> – Connect Eating Disorders CAMHS</p> <p>The Referral target will be copied into the Selected Service – do not change this.</p> <p>Ensure that Add this referral to your patient admin list box remains checked. Click Next.</p> <p><b>Clinical term</b> – select <i>Referral to child and adolescent psychiatry service (8HHR)</i></p> <p><b>Purpose</b> – select Assessment</p> <p><b>Reason for referral</b> –add a brief note</p> <p>Click Next</p> <p>Click OK (you do not need to complete the appointment preferences screen)</p>
3	<p><b>Send a task to the relevant admin team.</b> <a href="#">Instructions above.</a></p>

#### ADDING A NEW REFERRAL TO CAMHS INFANT MENTAL HEALTH TEAM

Step	Action
1	<p><b>Create / Attach Referral Letter</b></p> <p>Use the spyglass to search for &amp; select either:</p> <p>CAMHS IMH Emis Unborn Infant Referral to refer the Mother to the team or,</p> <p>CAMHS IMH Emis Infant Referral to refer the Infant to the team.</p>
2	<p><b>Create Inbound Referral</b></p> <p>Complete the New Referral fields as follows:</p> <p><b>Referral source</b> – Search for the name of the referring team (e.g. FNP team)</p> <p><b>Referral target</b> – Infant Mental Health</p> <p>The Referral target will be copied into the Selected Service – do not change this.</p> <p>Ensure that Add this referral to your patient admin list box remains checked. Click Next.</p> <p><b>Clinical term</b> – select <i>Referral to child and adolescent psychiatry service (8HHR)</i></p> <p><b>Purpose</b> – select Assessment</p> <p><b>Reason for referral</b> –add a brief note</p>

	Click Next Click OK (you do not need to complete the appointment preferences screen)
3	<b>Send a task to the relevant admin team. <a href="#">Instructions above.</a></b>

## CHILDREN & FAMILIES

### ADDING A NEW REFERRAL TO THE GLASGOW CITY PARENTING TEAM

Step	Action
1	<b>Create / Attach Referral Letter</b> For the Glasgow City Parenting Team, use <i>C&amp;F Glasgow City Parenting Request for Assistance</i>
2	<b>Create Inbound Referral</b> Complete the New Referral fields as follows: <b>Referral source</b> – Search for the name of the referrer (e.g. an Emis Web caseholder, or option from the Referral Sources folder) <b>Referral target</b> – select the correct team e.g. C&F Glasgow City Parenting Team, The Referral target will be copied into the Selected Service – do not change this. Ensure that Add this referral to your patient admin list box remains checked. Click Next <b>Clinical term</b> Glasgow City Parenting Team – select <i>Referral for parenting intervention (EMISNQRE49)</i> <b>Purpose</b> – select Assessment & Education <b>Reason for referral</b> – add a brief note. ( Parenting team only -If the referral arises from a concern identified in the 27-30 month check, type ‘following 27-30 month assessment’ Click Next. Click OK (you do not need to complete the appointment preferences screen)
3	<b>Send a task to the relevant admin team. <a href="#">Instructions above.</a></b>

### ADDING A NEW REFERRAL TO SCHOOL NURSING

1	<b>Create / Attach Referral Letter</b> There is no need to create a referral letter if the child is being referred at school entry <b>Note: Only the Child Health and Screening team should add referrals to the C&amp;F Health Visiting teams. Referrals may be made by to C&amp;F to other services ie School Nursing.</b>
2	<b>Create Inbound Referral</b> Complete the New Referral fields as follows: <b>Referral source</b> – Search for the name of the referrer (e.g. an Emis Web caseholder, or option from the Referral Sources folder) <b>Referral target</b> – select the correct team e.g. C&F Renfrewshire School Nursing Team etc. The Referral target will be copied into the Selected Service – do not change this. Ensure that Add this referral to your patient admin list box remains checked. Click Next <b>Clinical term</b> – School Nursing Teams – <i>select Refer to school nurse (8H7d)</i> <b>Reason for referral</b> – add a brief note. Click Next <b>Purpose</b> –select Assessment & Education Click OK (you do not need to complete the appointment preferences screen)

<b>3</b>	<b>Send a task to the relevant admin team.</b> <a href="#">Instructions above.</a>
----------	--

#### ADDING A NEW REFERRAL TO THE GROWTH & NUTRITION TEAM

Step	Action
<b>1</b>	<b>Create / Attach Referral Letter</b> Use the spyglass to search for & select <i>C&amp;F Growth and Nutrition Referral Form</i>
<b>2</b>	<b>Create Inbound Referral</b> Complete the New Referral fields as follows: <b>Referral source</b> – Search for the name of the referrer (e.g. a Health Visitor, or option from the Referral Sources folder) <b>Referral target</b> – select C&F Growth & Nutrition Team The Referral target will be copied into the Selected Service – do not change this. Ensure that Add this referral to your patient admin list box remains checked. Click Next <b>Clinical term</b> - Select <i>No direct consultation (8HI)</i> <b>Purpose</b> – select Management Advice <b>Reason for referral</b> – Type the number representing the referral reason below. Do not enter any other text. For Weight Faltering type “1” For Obesity type “2” For Cow’s Milk Allergy type “3” For General Inquiry type “4” Click Next. Click OK (you do not need to complete the appointment preferences screen)
<b>3</b>	<b>Send a task to the C&amp;F Growth &amp; Nutrition Team.</b> <a href="#">Instructions above.</a>

#### ADDING A NEW REFERRAL TO WD HV SUPPORT SERVICE

Step	Action
<b>1</b>	<b>Create Inbound Referral</b> Complete the New Referral fields as follows: <b>Referral source</b> – Search for the name of the referrer (e.g. a Health Visitor, or option from the Referral Sources folder) <b>Referral target</b> – select C&F WD HV Support Service The Referral target will be copied into the Selected Service – do not change this. Ensure that Add this referral to your patient admin list box remains checked. Click Next <b>Clinical term</b> - Select Referral to young family support service (EMISNQRE493) <b>Purpose</b> – select Unknown <b>Reason for referral</b> – Enter a brief description, e.g. behaviour management; parenting; child development etc. For more than one reason, separate them with a semi colon. Click Next. Click OK (you do not need to complete the appointment preferences screen)
<b>2</b>	<b>Send a task to the C&amp;F WD HV Support Admin.</b> <a href="#">Instructions above.</a>

## SPHERE CONTINENCE SERVICE

### ADDING A NEW REFERRAL TO SPHERE

Step	Action
1	<p><b>Create / Attach Referral Letter</b></p> <p>Use the spyglass to search for SPHERE Continence Referral Form</p>
2	<p><b>Create Inbound Referral</b></p> <p>Complete the New Referral fields as follows:</p> <p><b>Referral source</b> – Search for the name of the referrer (e.g. an Emis Web caseholder, or option from the Referral Sources folder)</p> <p><b>Referral target</b> – select NHS GGC SPHERE Continence Service</p> <p>The Referral target will be copied into the Selected Service – do not change this</p> <p><b>Clinical term</b> – select <i>Referral to Bowel and Bladder Service (EMISNQRE508)</i></p> <p>Ensure that Add this referral to your patient admin list box remains checked. Click Next</p> <p><b>Purpose</b> – select Assessment &amp; Education</p> <p><b>Reason for referral</b> – add a brief note</p> <p>Click Next. Click OK (you do not need to complete the appointment preferences screen)</p>
3	<p><b>Send a task to <i>SPHERE Continence Service - Tasks only</i>. <a href="#">Instructions above.</a></b></p>

## SPECIALIST COMMUNITY PAEDIATRICS

### ADDING A NEW REFERRAL TO CCN

Step	Action
1	<p><b>Create / Attach Referral Letter</b></p> <p>Use the spy glass to search for SCP Referral Form</p>
2	<p><b>Create Inbound Referral</b></p> <p>Complete the New Referral fields as follows:</p> <p><b>Referral source</b> – Search for the name of the referrer (e.g. an Emis Web caseholder, or option from the Referral Sources folder)</p> <p><b>Referral target</b> – select the correct team e.g. Glasgow City CCN, Inverclyde CCN</p> <p><b>Clinical term</b> – select <i>Referral to community-based nurse (ESCTRE50)</i></p> <p>The Referral target will be copied into the Selected Service – do not change this.</p> <p>Ensure that Add this referral to your patient admin list box remains checked. Click Next</p> <p><b>Purpose</b> – select Assessment</p> <p><b>Reason for referral</b> – add a brief note</p> <p>Click Next. Click OK (you do not need to complete the appointment preferences screen)</p>



<b>3</b>	<b>Send a task to the relevant admin team. <a href="#">Instructions above.</a></b>
----------	--

#### ADDING A NEW REFERRAL TO OCCUPATIONAL THERAPY

Step	Action
<b>1</b>	<b>Create / Attach Referral Letter</b> Use the spy glass to search for SCP Referral Form
<b>2</b>	<b>Create Inbound Referral</b> Complete the New Referral fields as follows: <b>Referral source</b> – Search for the name of the referrer (e.g. an Emis Web caseholder, or option from the Referral Sources folder) <b>Referral target</b> – select the correct team e.g. NE Occupational Therapy etc <b>Clinical term</b> – select <i>Refer to occupational therap. (8H7J)</i> The Referral target will be copied into the Selected Service – do not change this. Ensure that Add this referral to your patient admin list box remains checked. Click Next <b>Purpose</b> – select Assessment <b>Reason for referral</b> – add a brief note Click Next. Click OK (you do not need to complete the appointment preferences screen)
<b>3</b>	<b>Send a task to the relevant admin team. <a href="#">Instructions above.</a></b>

#### ADDING A NEW REFERRAL TO PHYSIOTHERAPY

Step	Action
<b>1</b>	<b>Create / Attach Referral Letter</b> Use the spy glass to search for SCP Referral Form
<b>2</b>	<b>Create Inbound Referral</b> Complete the New Referral fields as follows: <b>Referral source</b> – Search for the name of the referrer (e.g. an Emis Web caseholder, or option from the Referral Sources folder) <b>Referral target</b> – select the correct team e.g. NE Physiotherapy etc <b>Clinical term</b> – select <i>Refer to physiotherapist (8H77)</i> The Referral target will be copied into the Selected Service – do not change this. Ensure that Add this referral to your patient admin list box remains checked. Click Next <b>Purpose</b> – select Assessment <b>Reason for referral</b> – add a brief note Click Next. Click OK (you do not need to complete the appointment preferences screen)
<b>3</b>	<b>Send a task to the relevant admin team. <a href="#">Instructions above.</a></b>

#### ADDING A NEW REFERRAL TO ANY OTHER SPECIALIST COMMUNITY PAEDIATRIC TEAM

Step	Action
<b>1</b>	<b>Create / Attach Referral Letter</b> Use the spy glass to search for SCP Referral Form
<b>2</b>	<b>Create Inbound Referral</b>

	<p>Complete the New Referral fields as follows:</p> <p><b>Referral source</b> – Search for the name of the referrer (e.g. an Emis Web caseholder, or option from the Referral Sources folder)</p> <p><b>Referral target</b> – select the correct team e.g. NE SCP Disability, West Dun SCP Disability</p> <p><b>Clinical term</b> – select <i>Referral to community paediatric service (8Hkm)</i></p> <p>The Referral target will be copied into the Selected Service – do not change this.</p> <p>Ensure that Add this referral to your patient admin list box remains checked. Click Next</p> <p><b>Purpose</b> – select Assessment</p> <p><b>Reason for referral</b> – add a brief note</p> <p>Click Next. Click OK (you do not need to complete the appointment preferences screen)</p>
<b>3</b>	<b>Send a task to the relevant admin team.</b> <a href="#">Instructions above.</a>

#### ADDING A NEW REFERRAL TO SPEECH AND LANGUAGE THERAPY

<b>1</b>	<p><b>Create / Attach Referral Letter</b></p> <p>Use <i>Request for assistance SLT (internal)</i></p>
<b>2</b>	<p><b>Create Inbound Referral</b></p> <p>Complete the New Referral fields as follows:</p> <p><b>Referral source</b> – Search for the name of the referrer (e.g. an Emis Web caseholder, or option from the Referral Sources folder)</p> <p><b>Referral target</b> – select the correct team e.g. North East SLT, West Dun SLT etc</p> <p>The Referral target will be copied into the Selected Service – do not change this.</p> <p>Ensure that Add this referral to your patient admin list box remains checked. Click Next</p> <p><b>Clinical term</b> – select Refer to speech therapist 8H7G</p> <p><b>Reason for referral</b> – add a brief note. If the referral arises from a concern identified in the 27-30 month check, type ‘following 27-30 month assessment’. Click Next</p> <p><b>Purpose</b> –select Assessment &amp; Education</p> <p>Click OK (you do not need to complete the appointment preferences screen)</p>
<b>3</b>	<b>Send a task to the relevant admin team.</b> <a href="#">Instructions above.</a>

#### ADDING A NEW REFERRAL TO CHILDREN & YOUNG PEOPLE’S NETWORKING TEAM

<b>1</b>	<p><b>Create / Attach Referral Letter</b></p> <p>Use <i>C&amp;YP Network Team Referral Form v2</i></p>
<b>2</b>	<p><b>Create Inbound Referral</b></p> <p>Complete the New Referral fields as follows:</p> <p><b>Referral source</b> – Search for the name of the referrer (e.g. an Emis Web caseholder, or option from the Referral Sources folder)</p> <p><b>Referral target</b> – select SCP Children &amp; Young People’s Networking Team</p> <p>The Referral target will be copied into the Selected Service – do not change this.</p> <p>Ensure that Add this referral to your patient admin list box remains checked. Click Next</p> <p><b>Clinical term</b> – select Referral to young family support service (EMISNQRE493)</p> <p><b>Reason for referral</b> – add a brief note if required.</p> <p><b>Purpose</b> –select Assessment &amp; Education</p>

	Click OK (you do not need to complete the appointment preferences screen)
<b>3</b>	<b>Send a task to the relevant admin team.</b> <a href="#">Instructions above.</a>