

Inflammatory Bowel Disease Standardized Care Protocols

11. NEW PATIENT TRIAGE AND SCREENING (EDMONTON SPECIFIC)

Support Staff:

1. Give all new referrals to the Single Point of Referral Triage (SPORT).

SPORT:

1. Enter the referral into the referral database and EMR.
2. Scan the referral into the EMR. Print and attach a triage sheet before giving the referral to the triage nurse.

Triage Nurse:

1. Review the referral:
 - a. If it captures all of the information listed on IBD Consultation Request Form (#1), pre-triage the referral (#2) by assigning a triage code (#3), urgency, and making notes on the triage sheet. Once complete, give the referral back to SPORT to update in the database and EMR.
 - b. If sufficient information is not available and you do not suspect the referral is emergent or urgent, fax the IBD Consultation Request Form (#1) and IBD triage lab requisition (#4) and Stool microbiology requisition (#5) back to the referring physician (and documents this). Wait for complete information before completing the pre-triage.
2. If you suspect the referral is emergent or urgent, it needs to be reviewed by an IBD Physician, Consult MD or Nurse Practitioner within 24 hours.

SPORT:

1. Update the referral in the referral database using the pre-triage information recorded on the triage sheet.
2. Give the referral to the IBD physician on triage for the month.

Physician:

1. Triage the referral to an IBD physician or other luminal physician, depending on your evaluation.
2. If accepting a referral triaged to yourself, make sure the correct urgency to book is selected and you have indicated what type of appointment and lab work will be required.
3. Give the referral to your support staff.

Support Staff:

1. After the referral has been through the entire process, and your physician has accepted or declined the referral, you are responsible for sending out the decline letters or booking the new appointments as per the notes and urgency indicated on the triage sheet.
2. Update the referral database and EMR to reflect the referral outcome.