## **RAC** referral pathway

Primary Care makes a decision to refer a patient. ERS referral completed with referral template attached. Patient asked to contact children's clinic the following working day between 9 and 11am. Clinic staff accesses the ERS system 1 hour prior to RAC clinic commencing and print off referral templates. Referrals marked as received on ERS. During RAC consultants triage referrals upon the referral template and make a decision RE appointment interval. Appointment interval requested by GP is Appointment interval requested differs from appropriate the result of triaging Consultant to telephone GP practice (1 attempt) to discuss directly If unable to contact, consultant to dictate Appointment interval a letter to the referrer advising RE reasons agreed following for decided appointment interval discussion with referrer Completed referral templates with agreed appointment interval passed to clinic staff and appointments made according to agreed time interval. Appointments noted on referral template and booked on Meditech. Parents contact clinic between 9 and 11am the following working day and appointment given. If the patient does not speak English, the GP shall liaise with the patient regarding how to overcome this. If a parent has not phoned by 1130 am clinic staff shall On the occasion that a 2 day attempt to contact the patient on one occasion. If they appointment is not available, clinic do not answer the GP shall be contacted and the staff shall contact the paediatric registrar and patient to arrange for responsibility for informing the patient is passed on to the GP practice. them to attend CAU.