

MARCH 6, 2025

Frequently Asked Questions

CENTRAL INTAKE



Frequently Asked Questions about Central Intake

	Question	Answer
Accessing Central Intake		
1.	How do I access the Central Intake solution through HEALTHe NL to enter a referral?	You can access Central Intake through HEALTHe NL. <ol style="list-style-type: none"> 1. Login into HEALTHe NL and find the patient. 2. Click the Referral tab (across the top). 3. Click Central Intake from the menu on the left. 4. You are re-directed to Central Intake. 5. Select Referral Type as either Ophthalmology or Orthopedic to initiate the referral form. 6. Complete the referral (remember to Save and Submit when completed).
2.	I have Telus EMR. How do I enter a referral?	Access your Telus EMR and connect to HEALTHe NL. Click on the Referrals tab and select Central Intake from the menu.
3.	I don't have access to HEALTHe NL. What should I do?	Complete the HEALTHe NL registration form using this link: HEALTHe NL Registration Form
4.	I don't have an EMR. How do I enter a referral for my patient?	Login to HEALTHe NL and navigate to Central Intake to enter the ophthalmology referral.
5.	I clicked on Central Intake for my patient in HEALTHe NL, but a new tab didn't open.	This can occur if the browser (i.e., Microsoft Edge, Google Chrome, or Safari) you are using has pop-ups blocked. You will need to 'turn on' pop-ups in order to access Central Intake. Please refer to the user guide called CI - Tips to accessing HEALTHe NL and CI which outlines the steps to be completed for each browser.
6.	I have never had access to HEALTHe NL, should I get it set up before February 17 th ?	We recommend you register to have your access set up for HEALTHe NL in advance of the February 17 th launch of Central Intake. When completing the registration form, be sure to request access to Central Intake. The form also includes the email address where the completed form is to be sent. Access the HEALTHe NL registration form via this link: HEALTHe NL Registration Form
Referral Form in Central Intake		
7.	I've been told that my referral is in DRAFT . What does that mean?	Once you have filled in the information on the referral form, you must complete TWO STEPS : <ol style="list-style-type: none"> 1. Click the SAVE button to save the information entered (DRAFT) 2. Click the SUBMIT button to flag the referral as ready for Central Intake processing

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8.	I received a referral via fax or email to my office. What should I do?	<p>To effectively manage a patient's, wait time and ensure there is no delay to patient care, all referrals for ophthalmology and orthopedic services must be entered into the Central Intake solution for your zone.</p> <p>If your office has received a referral, it must be sent back to the referrer and informed they must submit the referral through the Central Intake solution. Any questions can be directed to the Central Intake office:</p> <p>Email: askCentralIntake@nlhealthservices.ca</p>
9.	What qualifies as a pediatric referral for ophthalmology services?	Any patient up to the age of 18 (i.e., 17 years + 364 days) is considered a pediatric referral and is NOT entered into Central Intake but, rather, is referred to the Janeway. Once the patient turns 18, the referral is entered into Central Intake.
10.	Do I have to complete all the fields on the referral?	No, the fields which have a red asterisk (*) next to it must be completed. All other fields are optional, however, may provide additional information to help with prioritization and triage of the referrals.
11.	Should I continue to send referrals up to February 17 th or will those referrals be returned to be entered into Central Intake?	Continue sending your referrals as you normally do until February 17 th , when you can begin using Central Intake to submit your referrals. Referrals sent prior to the launch date of Central Intake will be processed as they are today.
12.	Will referrals only be referred to specialists in their home zone? Is there an option to allow patients to be seen outside of their home zone / region?	The Central Intake referral form requires the patient to have their home zone assigned, i.e., Central for those living in Central zone. Next on the referral form, you need to select either 'next available' or a specific specialist from that zone. The referrer then has the option to answer the question around if the patient has a compelling reason to be seen outside of their home / designated zone. A comment box is available to enter details as to the reason or any specific directives for the patient to be seen outside of their home zone.
13.	I have patients who request to be seen outside of their home zone as they may have doctor preferences, family in certain areas, or prefer to go elsewhere if it means they can be seen earlier. Can Central Intake accommodate these requests?	The referral form includes a section to indicate if the patient wishes to be seen outside of their home zone along with a free form text field to enter the reasons.
14.	Is there an option to select a preferred doctor / specialist?	The Central Intake referral form allows you to select a specific specialist that the patient may prefer to see

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		even if outside of their home zone. When the Central Intake team does the triage on the referral, they will forward the referral specialist specified.
15.	Are patients allotted to a zone-specific OMD based on their address or from the referring provider?	The provider must specify the patient's home zone when completing the referral. The provider then chooses either 'next available' or a specific specialist from the list of specialists. Dr. Sebbi hosts a clinic in Clarendville and will see those patients in that clinic, if appropriate. Upon referral prioritization and information entered on why patient should be seen elsewhere, there is the potential to send the referral to another zone/region.
16.	I have a patient who requires a treatment service not provided by the ophthalmologist in my zone. What do I do?	If a specialist in your zone does not provide the services needed for the patient's condition, you can include this information on the referral form. When the Central Intake team does the triage for the referral, this information will allow for the referral to be sent to the appropriate specialist for their procedure. In addition, the referrer can indicate a specific specialist on the referral form.
17.	Are ALL ophthalmology referrals to be submitted through Central Intake, including emergency and on-call referrals?	Central Intake is not meant for emergency referrals. Existing processes used today will continue for emergency referrals. The on-call process is not part of Central Intake. Note: Central Intake is for adult consults only. Pediatric referrals will continue to be sent using existing practices to the Janeway.
18.	Can I send general information letters to the Ophthalmologist through Central Intake?	When creating the referral, you have the option to add supporting documentation. However, you cannot add additional information or documentation after the referral is submitted. Charting and documentation for a patient are not part of Central Intake which is for referral submissions only.
19.	How can patients get information about the status of their referral?	Referrers (and their office staff) can check the status of the referral in Central Intake (via HEALTHe NL). Patients can contact the referrer to get an update on the status of their referral.
20.	Will Locums be able to do this as well? If so, do they need different set ups for each spot they Locum?	Yes, Locums will have access to HEALTHe NL either through an EMR or directly which will give them access to Central Intake. In Central Intake, they can identify all of the locations where they work to facilitate the referral entry through Central Intake.

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21.	Does anything from Central Intake download into EMR as proof of referral?	No, referrals entered in Central Intake are not downloaded into EMR. We recommend you document the referral submission in the Visit Note or create a task in the chart.
Central Intake vs. Epic		
22.	Why is Central Intake happening now since Epic is coming?	Development and implementation of Central Intake functionality for ortho and ophthalmology was prioritized due to extremely long wait lists and beyond benchmark wait times for TJRs and Cataracts in NL. While initial Epic implementation is slated for April 2026, complete realization of all the opportunities within the platform will require several phases and years. All opportunities to streamline processes and integrate with Epic will be explored as appropriate with the Epic project timeline.
General		
23.	Have family doctors been involved in the Central Intake project?	Yes, the Central Intake project team had input from family physicians through the Family Practice Network.