

MAY 14, 2025

W1 - SPECIALIST TRIAGE ORTHOPEDIC SERVICES

CENTRAL INTAKE



1. **[Central Intake Orthopedic Specialist]** Access Central Intake using **Health NL** to access the **Central Intake** solution. Refer to the user guide “Accessing the Central Intake Solution” for more information.
2. Navigate to **Referral Management**
3. Two options are available:
 - a. Click **W1 – Specialist triage – “Pool”**: This option is a list of referrals that have been submitted by a provider for patient’s seeking the **next available** specialist for consult.
 - b. Click **W1 – Specialist triage – Specific**: This option is a list of referrals that have been submitted by a provider for a **specific orthopedic specialist** identified for the consultation or those referrals that the Central Intake team cannot prioritize or have been identified as needing further action or cancellation. Not all referrals submitted will be displayed in the list; only those that have a status of **Ready to triage**.
 - c. Click **W1 – Labrador-Grenfell Visiting Specialist triage Pool**: This is a list of referrals where the patient’s home zone is Labrador-Grenfell zone. Specialists who travel to this region for consults will have access to this triage list.

myOpenHealth
Central Intake - Referral Management

Referral Management

Ophthalmology

- W1 - Specialist triage - "Pool"
- W1 - Specialist triage - Specific
- W1 - Labrador-Grenfell Visiting Specialist triage "Pool"

Orthopaedics

W1 - Specialist triage - "Pool"

W1 - Specialist triage - Specific

W1 - Labrador-Grenfell Visiting Specialist triage "Pool"

W1 - Specialist triage - "Pool"

Filters | Status: Assigned for Specialist Prioritization Triage Consult Specialist:

Reason(s) for Referral: Potential Diagnosis: Last Name: MCP

Clear Find

Referral ID	Referral Type	Patient Name / HCN	Submitted Date	PCP/Referring Physician	Reason(s) for Referral	Problem Type	Potential Diagnosis	Diagnosis Acuity	Patient Home Zone	Triage Consult Zone	Triage Consult Specialist	Status Date	Status	Wait Time	Details
0000235	Orthopaedics Legacy	ZIEGL, TEST (029122011186)	12-Feb-2025		Foot/Ankle	Left	Dislocation (Acute)	1 - High Acuity	Eastern Rural	Eastern Rural	Next Available	12-Feb-2025	Assigned for Specialist Prioritization	91	
0000237	Orthopaedics Legacy	COSTNER, KEVIN (879652305048)	21-Mar-2025		Hip	Left	Dislocation (Chronic)	2 - Regular Acuity	Eastern Rural	Eastern Rural	Next Available	21-Mar-2025	Assigned for Specialist Prioritization	54	
0000231	Orthopaedics	RIDDLE, KIMBA, TPC4 (039021388888)	28-Mar-2025	mbh, lg-pr-clinic-prp	Foot/Ankle	Left	Avascular Necrosis	2 - Regular Acuity	Eastern Urban	Eastern Urban	Next Available	08-Apr-2025	Assigned for Specialist Prioritization	47	

W1 - Specialist triage - Specific

Filters | Status: Assigned for Specialist Prioritization

Reason(s) for Referral: Potential Diagnosis: Last Name: MCP

Clear Find

Referral ID	Referral Type	Patient Name / HCN	Submitted Date	PCP/Referring Physician	Reason(s) for Referral	Problem Type	Potential Diagnosis	Diagnosis Acuity	Patient Home Zone	Triage Consult Zone	Triage Consult Specialist	Status Date	Status	Wait Time	Details
0000292	Orthopaedics Legacy	DRACULA, COURT (1)	12-Feb-2025		Hip	Bilateral	Soft Tissue Tear (Acute)	1 - High Acuity	Eastern Rural	Eastern Urban	Eastern Urban, Specialist, Dr.	12-Feb-2025	Assigned for Specialist Prioritization	90	
0000238	Orthopaedics Legacy	SUMMERS, ALICIA, TPC4 (78631560289)	21-Mar-2025		Knee	Left	Bone/Joint Infection	1 - High Acuity	Eastern Rural	Eastern Urban	Eastern Urban, Specialist, Dr.	21-Mar-2025	Assigned for Specialist Prioritization	54	
0000280	Orthopaedics	RIDDLE, EDITH, TPC4 (87912138156)	01-May-2025	Cadet, Kelly, Dr	Elbow	Left	Dislocation (Acute)	1 - High Acuity	Eastern Urban	Eastern Urban	Eastern Urban, Specialist, Dr.	14-May-2025	Assigned for Specialist Prioritization	12	
0000239	Orthopaedics Legacy	MCCORMACK, KELLY, TPC4 (829147114455)	21-Mar-2025		Knee	Left	Osteoarthritis	2 - Regular Acuity	Eastern Urban	Eastern Urban	Eastern Urban, Specialist, Dr.	21-Mar-2025	Assigned for Specialist Prioritization	54	

W1 - Labrador-Grenfell Visiting Specialist triage "Pool"

Filters | Triage Consult Zone: Labrador-Grenfell Status: Assigned for Specialist Prioritization Triage Consult Specialist:

Reason(s) for Referral: Potential Diagnosis: Last Name: MCP

Clear Find

Referral ID	Referral Type	Patient Name / HCN	Submitted Date	PCP/Referring Physician	Reason(s) for Referral	Problem Type	Potential Diagnosis	Diagnosis Acuity	Patient Home Zone	Triage Consult Zone	Triage Consult Specialist	Status Date	Status	Wait Time	Details
0000240	Orthopaedics	VAN HALLEN, EDWARD (839570010503)	13-Feb-2025	Cadet, Kelly, Dr	Hip	Left	Bone/Joint Infection	1 - High Acuity	Labrador-Grenfell	Labrador-Grenfell	Visiting Specialist, Lab City	13-Feb-2025	Assigned for Specialist Prioritization	90	
0000243	Orthopaedics Legacy	VAN HALLEN, EDWARD (839570010503)	13-Feb-2025		Hip	Left	Avascular Necrosis	2 - Regular Acuity	Labrador-Grenfell	Labrador-Grenfell	Visiting Specialist, HUGB	13-Feb-2025	Assigned for Specialist Prioritization	90	
0000249	Orthopaedics	VAN HALLEN, EDWARD (839570010503)	02-Apr-2025	Cadet, Kelly, Dr	Hip	Left	Osteoarthritis	2 - Regular Acuity	Labrador-Grenfell	Labrador-Grenfell	Visiting Specialist, HUGB	02-Apr-2025	Assigned for Specialist Prioritization	42	

4. The Filters screen is displayed to allow the user to refine the search. If no options are selected, all referrals waiting for triage will be listed.
 - a. **Reason(s) for Referral** – Select the specific reason for Referral to view (i.e., elbow, foot, knee, hip etc.) the referrals in both specific and pool.
 - b. **Potential Diagnosis** – Select one or more potential diagnosis to view (i.e., Ankylosing Spondylitis, dislocation (acute), bone/joint infection etc.) to be included in the search.
 - c. **Last Name** – Input patient’s last name if there is a specific patient in view.

- d. **MCP** – Input patient's MCP if there is a specific patient in view.
- e. **Consult Triage Zone** (for W1 – Specialist triage – Pool **ONLY**) – Select the zone from the list.

W1 - Specialist triage - "Pool"


Filters | Status: Assigned for Specialist Prioritization Triage Consult Specialist:

Referral Count (Current Filter): 3

Triage Consult Zone x Reason(s) for Referral x Potential Diagnosis x Last Name MCP

Clear Find

Option 1

5. From the list of referrals that need triage, click on the **page** icon  on the right-hand side (under the **Details** column).




W1 - Specialist triage - "Pool"

Filters | Status: Assigned for Specialist Prioritization Triage Consult Specialist:

Referral Count (Current Filter): 3

Triage Consult Zone x Reason(s) for Referral x Potential Diagnosis x Last Name MCP

Clear Find

Referral Id	Referral Type	Patient Name / HCN	Submitted Date	PCP/Referring Physician	Reason(s) for Referral	Problem Type	Potential Diagnosis	Diagnosis Acuity	Patient Home Zone	Triage Consult Zone	Triage Consult Specialist	Status Date	Status	Wait Time	Details
ci-0002376	Orthopaedics Legacy	ZTEST, TEST (239722011198)	12-Feb-2025		Foot/Ankle	Left	Dislocation (Acute)	1 - High Acuity	Eastern Rural	Eastern Rural	Next Available	12-Feb-2025	Assigned for Specialist Prioritization	91	
ci-0002537	Orthopaedics Legacy	COSTNER, KEVIN (879582530504)	21-Mar-2025		Hip	Left	Dislocation (Chronic)	2 - Regular Acuity	Eastern Rural	Eastern Rural	Next Available	21-Mar-2025	Assigned for Specialist Prioritization	54	
ci-0002571	Orthopaedics	RIDDLE, DEBRA, TPCHI (339651388086)	28-Mar-2025	mh, lg-pr-clinc-pcp	Foot/Ankle	Left	Avascular Necrosis	2 - Regular Acuity	Eastern Urban	Eastern Urban	Next Available	08-Apr-2025	Assigned for Specialist Prioritization	47	

6. A pop-up window appears that provides a summary of the referral information submitted by the provider. Below shows, link(s) to **Supporting Documents**, if any, are listed. **Click the link to open the file in a new tab on your browser.**

myOpenHealth Central Intake - Referral Management

Patient: DRACULA, COUNT - (-)

Referral Type: Orthopaedics Legacy Referral: ci-0002397 Status: Assigned for Specialist Prioritization

Submitted Date: 12-Feb-2025

W1 - Specialist triage - Specific

Filters | Status: Assigned for Specialist Prioritization

Reason(s) for Referral x Potential Diagnosis

Clinical Information

Primary Problem(s): Problem: Hip, Type: Bilateral

Primary Diagnosis: Diagnosis: Soft Tissue Tear (Acute)

Patient Supplemental Information

Patient Location: Home Zone: Eastern Rural

Supporting Documents: [ci-0003314-28250508-131691.pdf](#)

Referral Id	Referral Type	Patient Name / HCN	Submitted Date
ci-0002397	Orthopaedics Legacy	DRACULA, COUNT (-)	12-Feb-2025
ci-0002538	Orthopaedics Legacy	SUMMERS, AUGUSTINE, TPCHI (789631560289)	21-Mar-2025
ci-0002780	Orthopaedics	FROST, EDYTH, TPCHI (479723158156)	01-Mar-2025

Consult Specialist: *Zone: Eastern Urban *Specialist: Eastern Urban, Specialist, Dr.

Consult Priority: *Priority

Reason for transfer from home zone: Reason

Triage Consult Notes

Save

Further Review / Action / Cancel Accept and Prioritize for Consult

myOpenHealth
Central Intake - Referral Management

Patient: DRACULA, COUNT (-)

W1 - Specialist triage - Specific

Filters | Status: Assigned for Specialist Prioritization

Reason(s) for Referral: Potential Diagnosis

Referral ID	Referral Type	Patient Name / HCN	Specialist
0002397	Orthopaedics Legacy	DRACULA, COUNT (-)	12
0002398	Orthopaedics Legacy	SUMMERS, AUGUSTINE, TPCHI (789631560289)	21
0002399	Orthopaedics Legacy	FROST, EDYTH, TPCHI (479723158156)	01

Consult Specialist

Supporting Documents: 0003314-20250508-131601.pdf

Central Intake - Referral Management

0003314-20250508-131601.pdf

NL Health Services
Ophthalmology

Submitted Date: 2025 May 08

Clinical Information

Reason(s) for Referral: Other

Symptoms / History of Presenting Illness

History of presenting illness (Optional e.g. duration, severity):

Functional impairment description:

Pertinent Past Medical/Ocular History:

Has patient had a previous eye procedure? Yes: Please provide details (surgery, type)

Medications:

Has the on-call Ophthalmologist been contacted about this referral? Yes: Please provide additional details

Has the patient had an eye surgery completed within the last 12 days? No

7. Assign a **Consult Priority** based on Clinical Triage. Click on the drop-down list to select.
 - a. Consult Priority
 - b. Reason for transfer from home zone
 - c. Triage consult notes – a minimum of five (5) characters must be entered.
8. Click **Save**

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Central Intake - Referral Management

Patient: DRACULA, COUNT (-)

W1 - Specialist triage - Specific

Filters | Status: Assigned for Specialist Prioritization

Reason(s) for Referral: Potential Diagnosis

Referral Type	Patient Name / HCN	Specialist
Orthopaedics Legacy	DRACULA, COUNT (-)	12
Orthopaedics Legacy	SUMMERS, AUGUSTINE, TPCHI (789631560289)	21
Orthopaedics Legacy	FROST, EDYTH, TPCHI (479723158156)	01

Consult Specialist

Consult Priority: P2

Reason for transfer from home zone: Reason

Triage Consult Notes

Save

Further Review / Action / Cancel

Accept and Prioritize for Consult

9. Two options are available:

- a. **Further Review / Action / Cancel** is chosen when the referral is not ready to be accepted for a consult with the specialist as further actions (i.e., testing, medical management, etc.) may be required. Add notes / additional instructions to the Comments area so the CI team can follow up on the next steps for this referral.

- b. **Accept and Prioritize for Consult** is chosen when the referral is accepted as an appropriate referral and for the prioritization process to be triggered to schedule the patient for a consult appointment.

Further Review / Action / Cancel

Accept and Prioritize for Consult

Option 2

10. Select the appropriate patient referral you want to work with and click the link to open the referral.

Referral Id	Referral Type	Patient Name / HCN	Submitted Date	PCP/Referring Physician	Reason(s) for Referral	Problem Type	Potential Diagnosis	Diagnosis Acuity	Patient Home Zone	Triage Consult Zone	Triage Consult Specialist	Status Date	Status	Wait Time	Details
ci-0002397	Orthopaedics Legacy	DRACULA, COUNT (-)	12-Feb-2025		Hip	Bilateral	Soft Tissue Tear (Acute)	1 - High Acuity	Eastern Rural	Eastern Urban	Eastern Urban, Specialist, Dr.	12-Feb-2025	Assigned for Specialist Prioritization	90	
ci-0002538	Orthopaedics Legacy	SUMMERS, AUGUSTINE, TPCHI (789631560289)	21-Mar-2025		Knee	Left	Bone/Joint Infection	1 - High Acuity	Eastern Rural	Eastern Rural	Eastern Urban, Specialist, Dr.	21-Mar-2025	Assigned for Specialist Prioritization	54	
ci-0002780	Orthopaedics	FROST, EDYTH, TPCHI (479723158156)	01-May-2025	Cadet, Kelli, Dr.	Elbow	Left	Dislocation (Acute)	1 - High Acuity	Eastern Urban	Eastern Urban	Eastern Urban, Specialist, Dr.	14-May-2025	Assigned for Specialist Prioritization	12	

11. Review any details in the referral, as needed, by scrolling through the screen.

12. Scroll to the **Consult Triage Information** section (or click on the option from the menu on the left side).

13. Assign a **Consult Priority** based on Clinical Triage. Click on the drop-down list to select.
 - a. Consult Priority
 - b. Reason for transfer from home zone
 - c. Triage consult notes – a minimum of five (5) characters must be entered.
14. Click **Save**.
15. Click the **Accept and Prioritize for Consult** button.
16. Note that the **Status** now appears as **Accepted and Prioritized for Consult** in the **Workflow History** section including the date the status was assigned and who completed the task.

Status	Status Date	Status Updated By	Status Detail
Accepted & Prioritized for Consult	13-May-2025	espinosac@cornell	
Assigned for Specialist Prioritization	12-Feb-2025	mandabul1	
Submitted Referral	12-Feb-2025	mandabul1	
Draft referral	12-Feb-2025	mandabul1	

17. If the referral is not ready to be prioritized for consult, then click the **Further Review / Action / Cancel** button. You must enter **Comments** to detail what additional steps are required for follow up on this referral.

Workflow

The screenshot shows a workflow form with a modal dialog box open. The dialog box has a title bar "Action: Further Review / Action / Cancel" and a close button. Inside the dialog, there is a "Comments" section with a red asterisk icon and a text area. Below the text area is a checkbox labeled "Override Status Date". At the bottom of the dialog is a green button labeled "Update Status". To the right of the dialog, there is a flow diagram with three green buttons: "Further Review / Action / Cancel", "Accept and Prioritize for Consult", and "Update Status". An orange line connects the "Update Status" button in the dialog to the "Update Status" button in the flow diagram.

Comments

☐ Override Status Date

Update Status

Further Review / Action / Cancel

Accept and Prioritize for Consult

Update Status

- ### 18. Click **Update Status**