

Burnaby Health Services and Burnaby Hospital

Central Intake and Optimization for Arthroplasty Go-Live

Effective January 9, 2017 the Central Intake and Optimization Clinic for Arthroplasty will commence service at BH to:

- Centralize and standardize the referral process
- Optimize patient supports pre-operatively
- Decrease wait times for patient to surgical consults
- Decrease patient length of stay in acute care
- Enhance patient processed for self-management ultimately leading to a better patient experience

WHAT DOES THIS MEAN?

- On January 9, 2017 all new patient referrals for hip and knee arthroplasty should be directed to the central fax line at 604-412-6386
- The attached standard referral form needs to be completed to initiate the process
- Upon receipt of the referral form, initial triage will determine next steps with potential for assessment to be booked if patient fits criteria. If the referral is deemed inappropriate or further information is required, the referring office will be notified of this status.
- All communication from initial triage to surgeon consult to surgery will be communicated via this central intake clinic.
- For surgeon consults, the patient will be given the opportunity to choose between first available, or preferred, surgeon.

WHAT HAPPENS TO EXISTING REFERRALS AT SURGEON'S OFFICES?

- We appreciate that there will be two streams of patients entering the system, new referrals and pre-existing referrals from surgeons office. We are working with the orthopedic surgeon group to transition existing referrals to the new service. Our aim with the transition is to ensure patients already in the system will be triaged according to their initial referral date rather than their transition date.
- All new referrals sent directly to a surgeon's office on or after January 9, 2017 will be automatically re-directed to the central intake line.

WHAT IS THE OPTIMIZATION COMPONENT OF THIS SERVICE?

- Patients will be supported to ensure they are informed decision makers. Patients will be provided with resources leading up to the surgical consult right up to the surgery. Patients will be supported to ensure they receive the information that best meets their need pre and post operatively. This will be completed via in person sessions and online resources.

WHO CAN I CONTACT REGARDING QUESTIONS ABOUT A PATIENT REFERRED TO THIS SERVICE?

- Michele Montgomery is the Nurse Coordinator leading the Central Intake and Optimization Clinic for Arthroplasty and Meghan O'Doherty is the Clerk supporting this new service. They can be contacted at 604-412-6335.

For any questions in relation to this work, please contact:

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