

# Orthopedic Central Intake Referral Process

## Central Intake Referral Process

Orthopedic Central Intake is funded to accept referrals for all types of routine orthopedic consults. As of Sept 2018, as per provincial mandate, all hip and knee referrals are to be sent through Orthopedic Central Intake. Referrals are accepted by eReferral or Fax, and are sent to all surgeons and assessment centres across the region and beyond.

## Benefits of Using Central Intake

- Single point of contact for all providers to refer any/all Orthopedic services
- One standard referral form for all Orthopedic Surgeons throughout the region
- Required process for hospitals to receive Booking Reference Numbers (BRNs) for hip/knee surgery
- Status notifications sent to primary care
- Patient centered approach to system navigation
- Current inventory of physician specialties, subspecialties, and approximate wait times
- Consistent data collection and monitoring to support system improvement

## How to Refer a Patient

- **e-Referral Version:** Sign into your Ocean account
- **Fax Version:** Complete the Waterloo Wellington Regional Orthopedic referral form
- If you have a preferred referral destination (including the OAC Clinics), please specify this in the Preferred Surgeon field. All moderate to severe hip and knee osteoarthritis referrals will be sent to an OAC Clinic.
- Attach recent imaging (**within 6 months**) and patient history.
- Submit form:
  - **e-Referral Version:** Send to Central Intake via Ocean e-Referral Network
  - **Fax Version:** Fax completed form and attachments to Central Intake at 1-844-237-5240 or 519-621-8688.
- Central Intake will direct the referral to the appropriate destination based on your preference and/or the patient's needs and geography.
- You will receive a Receipt of Referral stating where the referral has been sent.
- As per the provincial mandate, all referrals for moderate to severe hip or knee osteoarthritis will be sent to an Orthopedic Assessment Clinic in this region (Cambridge, Guelph, Kitchener, Mount Forest or Palmerston) or outside the WW region for an assessment by an Advanced Practice Clinician

**If you have any questions, please contact the Regional Coordination Centre**

Orthopedic Central Intake Referral Administrators:

519-947-1000 opt 3

Toll Free Phone: 1-844-204-9088

Email: [msci@langs.org](mailto:msci@langs.org)

Fax: 519-621-8688 or 1-844-237-5240 Website: [www.wwrcc.ca](http://www.wwrcc.ca)