

## Central Intake Referral Process

- As of Sept 2018, as per provincial mandate, **all hip and knee referrals are to be sent through Orthopedic Central Intake**. ***Do not send these referrals directly to an orthopedic surgeon as it is against the provincial mandate and creates potential for duplication of services.***
- 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, Palmerston) or outside the region for assessment by an Advanced Practice Clinician.
  - ⇒ ***Xrays are the gold standard for osteoarthritis, MRIs are not recommended for mod-severe OA***
- Orthopedic Central Intake continues to accept referrals for all types of routine orthopedic consults.

## How to Refer a Patient

- **eReferral 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. *Approximate wait times for regional OAC Clinics are between 4 and 6 weeks*
- Attach recent imaging (**within 6 months**) and relevant patient history, and submit form:
  - eReferral 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.
- For emergency referrals, including but not limited to fractures, tumors, lesions, or infections, please contact the on-call surgeon

## Some Important Reminders

- If you are not currently using Ocean eReferral to send eReferrals, please consider the benefits of using an electronic system for sending referrals, communication, notifications and tracking
- If you have not completed the training required to refer to the Rapid Access Clinic for Low Back, visit [www.lowbackrac.ca](http://www.lowbackrac.ca) to complete the training and access resources and referral form online
- More information is always available on our website, including resources for primary care, such as local options for obtaining joint injections, and patient education materials. Visit [www.wwrcc.ca](http://www.wwrcc.ca)

## 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)