



## Central Referrals Office

# TUH OPD Referrals FAQ for GPs

## 1. What is changing?

From January the 13<sup>th</sup> 2025, the Central Referrals Office (CRO) in Tallaght University Hospital (TUH) will no longer accept paper referral to the Out Patient Department (OPD) from General Practitioners (GPs).

Only referrals received via Healthlink will be processed. Referrals sent by paper or email, to the CRO, will not be processed.

Exclusions include rapid access clinics and Colposcopy referrals. See exclusions listed on page 2 for clinics that will accept non-Healthlink referrals.

## 2. When will this change happen?

From Monday the 13/01/2025 TUH can only accept OPD referrals from GPs via Healthlink.

## 3. Why is TUH making these changes?

TUH is making these changes to:

- Improve communication and interaction with patients and GPs.
- Eliminate ineffective systems and processes.
- Endeavour to align OPD processes and systems with Patient Clinical Pathway Requirements.
- Standardise forms/letters/communications/appointments.
- Move from paper to electronic system.

## 4. How can I refer to the OPD in TUH?

OPD referrals to the CRO must be made via Healthlink.

Specialist referral forms, that some OPD services in TUH may require, can be downloaded from the TUH website (<https://tuh.ie/Healthcare-Professionals/How-to-Refer-a-Patient/>) and attached to the Healthlink referral.

## 5. How will this affect me?

Monday, the 13<sup>th</sup> of January 2025 if you send a referral to the CRO in TUH via post or email, TUH will be unable to process the referral. The referral will be returned to you and you will be advised to create the OPD referral via Healthlink.

If you send a referral direct to a service or consultant, with some exceptions (see p2), the referral will not be processed and you will be advised to create the OPD referral via Healthlink.

If a service in TUH requires a special referral form it can be attached to the Healthlink referral for example the Atrial Fibrillation Clinic.



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### 6. Are there any clinics that paper referral or email referrals will be accepted?

The following clinics will accept direct referrals via paper/email.

Service/Clinic Name	How to Refer
Cardiology Diagnostics	Referrals can be sent by both paper and Healthlink. No change to current accepted practice.
Colposcopy	Referrals are sent direct to the Colposcopy service in TUH. Healthlink referrals are not accepted
Rheumatology - Rapid Access	Send referral directly to Rheumatology Registrar
Rheumatology - Giant Cell Arthritis	Send referral directly to Rheumatology Registrar
TIA RASP Service	<a href="mailto:RASP@tuh.ie">Rasp proforma referral email to RASP@tuh.ie</a>

### 7. How do I get access to Healthlink?

If your practice does not have access to Healthlink you can register for a Healthlink account at <https://www.healthlink.ie/ApplyTo/applicationform.asp>.

Once Healthlink receives and approves your application you will be set up on the system, by the Healthlink team, within two weeks.

Healthlink is provided by the Health Service Executive (HSE). TUH cannot provide technical support if you are experiencing difficulties with Healthlink.