

Electronic Eye Referrals System (Cinapsis)

Business Continuity Guidance for Optometrists

Help with Cinapsis:

The first point of contact is Cinapsis support: <https://support.cinapsis.com/hc/en-gb>

Email: support@cinapsis.org or call: 0203 8580124

In the event of a system outage

A banner alert will appear on the Cinapsis homepage or across the webpage if you are logged in. For serious outages you may also receive an email from the Coventry and Warwickshire ICB nominated email address: cwicb.electivecare@nhs.net.

Stage 1 - Cinapsis Failure, (Up to and including 7 days)

For urgent referrals (Wet AMD/DMO/RVO):

- With immediate effect following outage:
 - complete a GOS 18 form
 - email urgent referral with the GOS 18 form to the Coventry and Warwickshire Ophthalmology Coordination Service (OCS) hub:
cwicb.cw-ophthalmologyservice@nhs.net
- The OCS will process referrals onto eRS.

For routine referrals:

- Hold referrals within the practice for the first 7 days.
- Complete a GOS 18 form for each referral.
- If outage resolved within 7 days, upload the GOS 18 referral forms onto Cinapsis system once restored using the GOS 18 upload function.
- Should the issue continue to persist for longer than 7 days, please refer to stage 2 of the Cinapsis Failure plan below.

Emergency referrals should continue to be sent via Swift Queue

- Swift Queue information for Clinicians: [Referral Pathways](#)

Stage 2 - Cinapsis Failure, (in excess of 7 days)

Urgent and routine referrals:

If issues continue to persist beyond 7 days, optometrists should email all urgent and routine referrals to the OCS hub using cwicb.cw-ophthalmologyservice@nhs.net

Emergency referrals should continue to be sent via Swift Queue

- Swift Queue information for Clinicians: [Referral Pathways](#)

Contacts:

Further information on referral pathway can be found on the LOC website: <https://www.loc-online.co.uk/coventryandwarwickshire-loc/professionals/referral-pathways/>.

The OCS hub can be contacted by email cwicb.cw-ophthalmologyservice@nhs.net or call 01926 967007.

For non-technical, non-referral related queries about Cinapsis, Coventry and Warwickshire ICB can be contacted by emailing: cwicb.electivecare@nhs.net.