CUES service delivery change

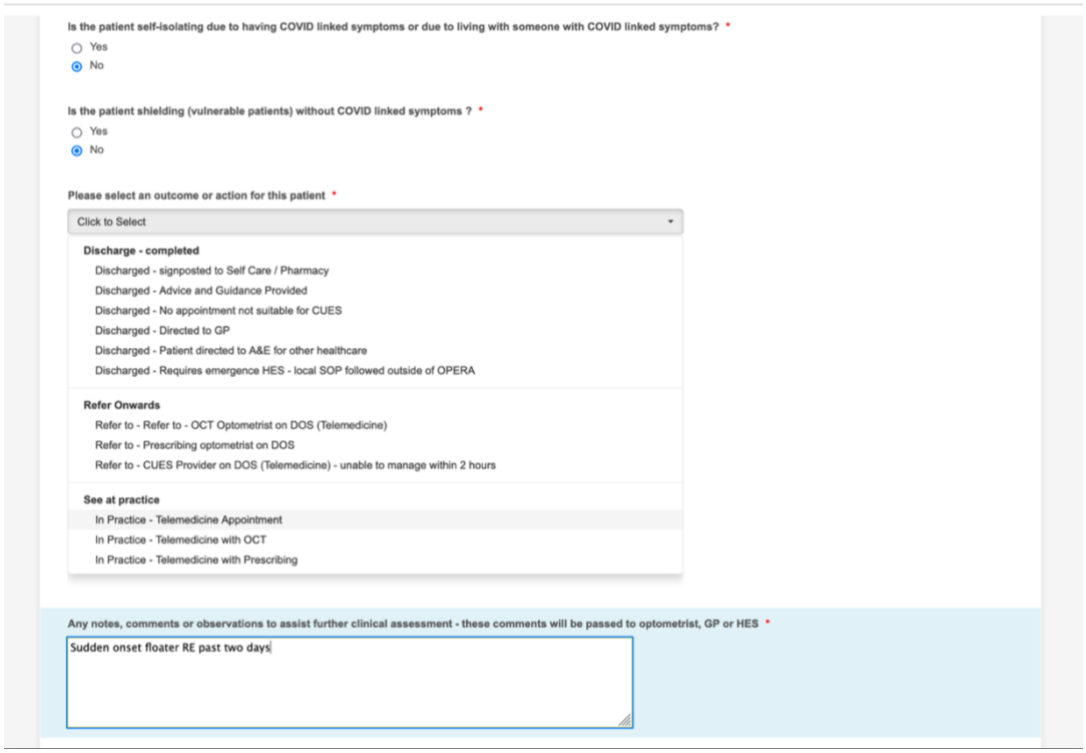
Following triage, you should book eligible patients **either** telemedicine assessment or F2F assessment within **24 hours.** The new triage form will provide a guide as to which appointment type is most suitable, please make sure practice teams performing triage are fully trained and ask a clinical if they are uncertain. Telemedicine should continue to be used for suitable patients.

For patient triaged directly to a F2F appointment, you will need to go through the telemedicine page on Opera before you can access the F2F page. The following guide will show you how best to populate this in these circumstances. It is important that the type of appointment is recorded correctly on Opera.

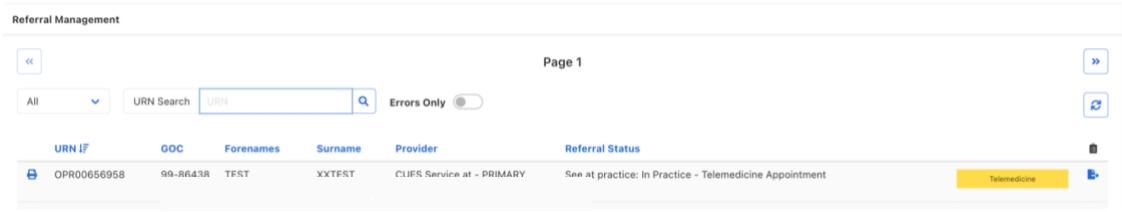
Recording episode without telemedicine on Opera

Complete your triage as normal – even if the patient has presented to you physically, still ask them how they've found their way to you, have they self-referred or have they been asked to come by GP reception staff, pharmacy etc.

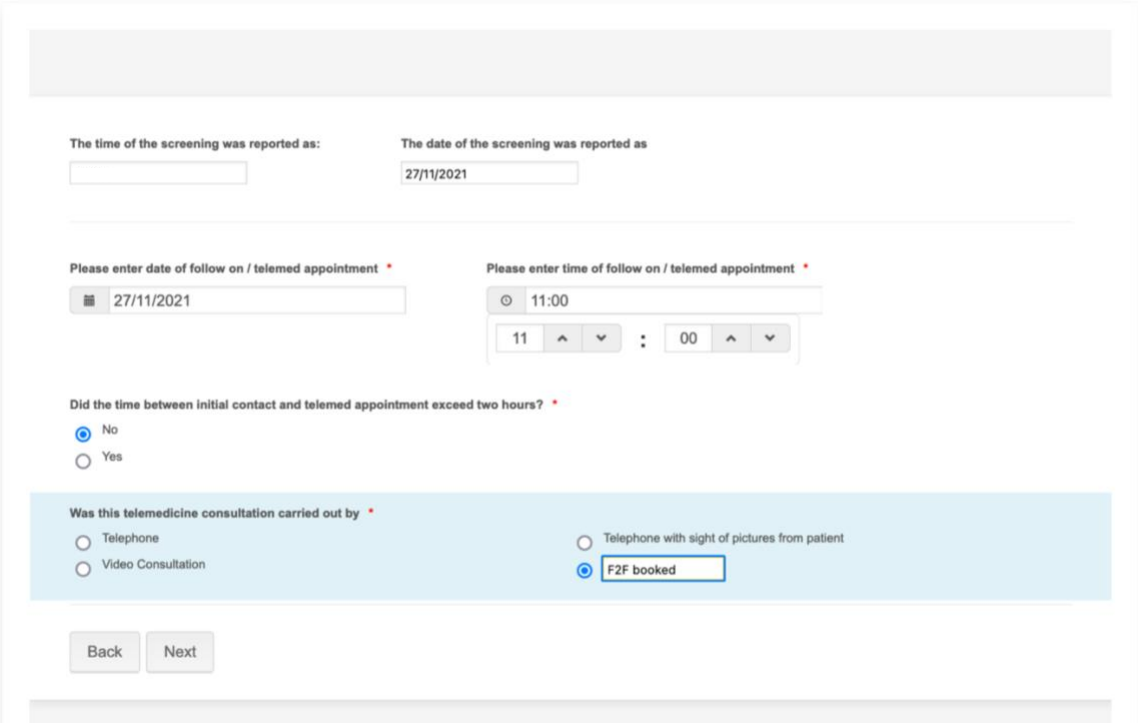
If a patient has triaged to a F2F appointment you should select [See at Practice] – [In Practice – Telemedicine Appointment]



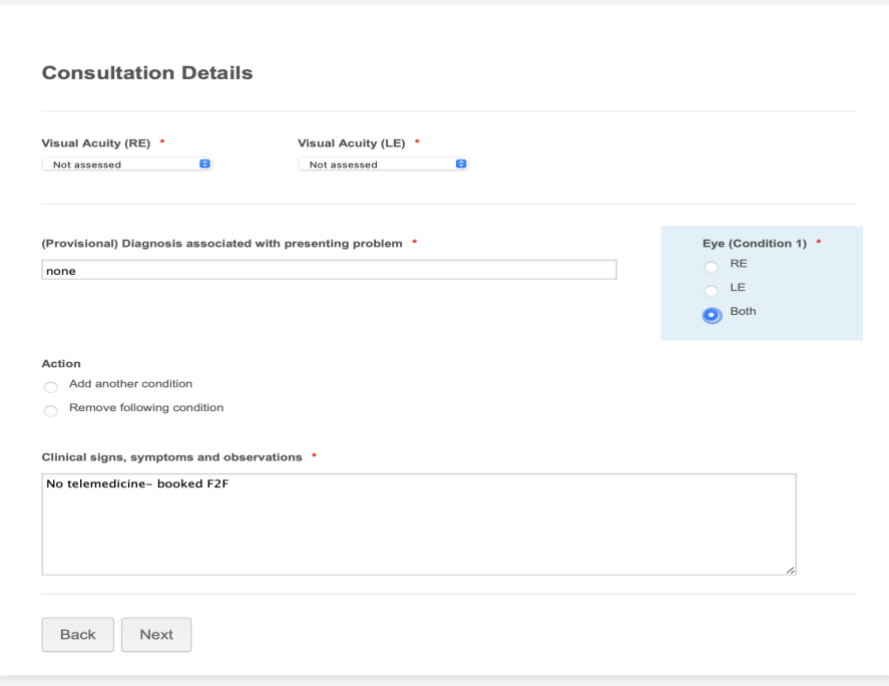
From the manage referrals page, find your patient again in the list and click the yellow tab for [Telemedicine].

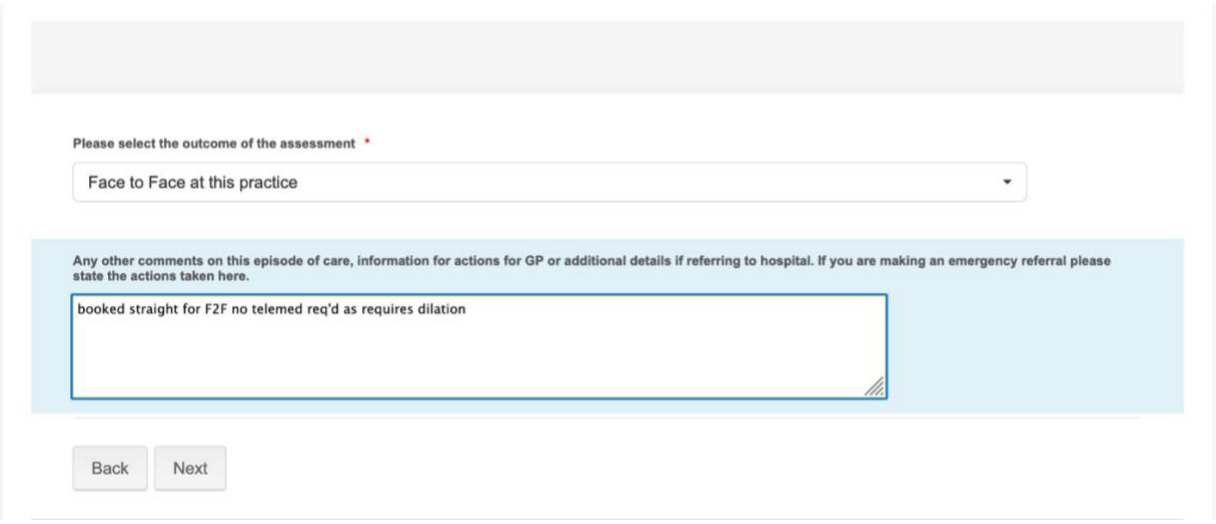
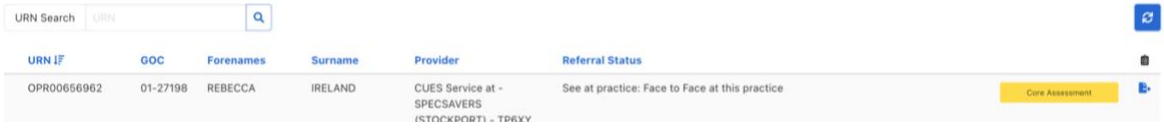


Complete the first page, when asked if the time exceeded two hours, select “No” and where you are asked how the telemedicine was carried out, select [other] and type in “F2F Booked”.



On the Consultation Details you can populate this as follows:





Following the completion of the next screen, the patient will be refreshed in your manage referrals page and you can access the core assessment and complete your F2F assessment.