Changes to GOS Referrals to Russells Hall

Cinapsis EeRS *(Eyecare electronic Referral Service)* is now **Live**

Please start using Cinapsis for GOS18 referrals to Russells Hall now by:

1. **Checking your IT meets the minimum requirements:**
   Cinapsis is a web-based portal and should work with most modern computers with the latest updates installed. For assistance check the hardware help on the Regional Loc EeRs website

2. **Check your practice data protection status is up to date - Your DSPT must be current.**
   DSPT is easiest for you to keep up to date via the Quality in Optometry (QIO) portal used for GOS compliance. There is a video link to help with completing QIO on the Regional Loc EeRs website

3. **Register to use Cinapsis .**
   To sign up for Cinapsis please follow this link; EeRS Onboarding Form or follow the onboarding guide on the Regional Loc EeRs website

   - Follow the online guidance to complete a short online form about your practice , confirm your DSPT is up to date and also provide a signed Data Protection Agreement (DPA) (available on the LOC website or from Cinapsis).
   - Practices receive confirmation of the form submission within 24hrs and CINAPSIS contact the practice within 5 days regarding any outstanding information required to proceed.
   - CINAPSIS send a welcome email to register the practice account.
   - Once registered, complete the online administrator training which takes 30 - 60 mins depending on how many additional users are required. (users can be Administrators, Optometrists or Assistants/Secretaries)
   - As users are added they will receive a welcome email with registration instructions.
   - Users should then complete the provided online training relevant for their roles (Administrators, Optometrists or Secretaries)
   - Start sending referrals

How to use it and Top Tips

- Cinapsis replaces all written GOS 18 eyecare referrals previously sent via the GP.
- Referrals through Cinapsis are currently for referrals to Russells Hall Hospital only. For other Hospitals, please refer in the traditional route until they go live.
- If the patient is not registered with the GP or you cannot find them on Cinapsis, please refer them in the traditional route.
- If the patient requires referral to two separate ophthalmology clinics we recommend that you send the most urgent clinic on Cinapsis and then make it very clear within the body of the referral that the patient also needs to be seen in another clinic.
- You cannot use Cinapsis for referring only to a GP (e.g. for blood pressure tests). However, the GP will automatically get a copy of any referrals you sent to ophthalmology.
- Its recommended that you locate the patient on the Cinapsis system before they leave your practice in case their name, or spelling of their name, doesn't fully match what's recorded on the NHS spine.
- If the patient has the NHS app or a copy of their meds use their NHS number to look them up.
- The Patient's Referral Status on Cinapsis is updated by the Russells Hall Triage team when they have allocated an appointment, so don't panic if routine referrals are not processed for 3-5 days.
- Use the Cinapsis help bubble if you're not sure of anything.

Don't forget to check your LOC website for the latest updates at: EeRS (loc-online.co.uk)