

Component Spotlight

OPD>Uncategorised Referrals component

About the component:

This component allows end users to view the distribution of referrals by the time waiting for categorisation and identify those waiting in the queue longer than expected. This component identifies all uncategorised referrals to prompt their swift categorisation and increase the likelihood of meeting outpatient treatment times.

Users can set standards based of the number of uncategorised referrals and their wait times for categorisation at a team level. This enables each team to proactively manage uncategorised referrals and monitor intervention strategies and reformed processes.

Who it's for: Booking officers, Waiting list managers, Consultants, Service Improvement Manager, Administration Co-ordinators.

Where you'll find it:

SystemView > Explore > Outpatients > Uncategorised Referrals

Data refresh rates:

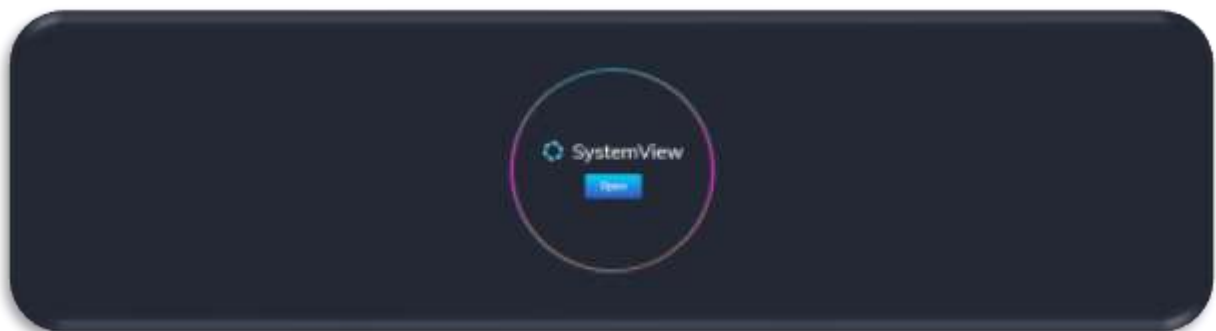
The data within this component updates daily.

Definitions used in Uncategorised Referrals:

Title	Definition
Uncategorised Referral	Uncategorised referral is referring to a patient referral that has not had an appointment priority category applied yet.

Step 1.

Sign in to SystemView using your current hospital credentials and password



Step 2.



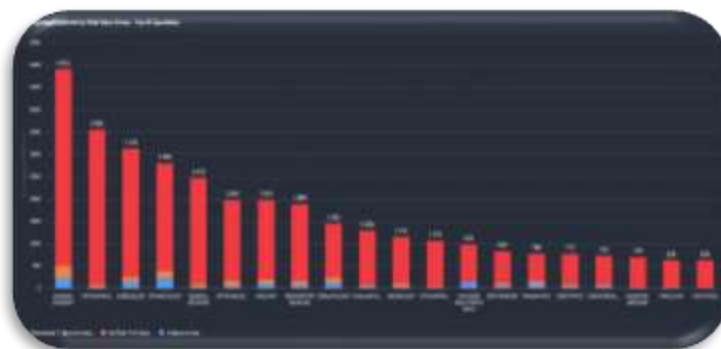
Navigate to Explore > Outpatients > <Uncategorised Referrals

Step 3.



Apply drop-down filters **at the top of the page to refine the data.**

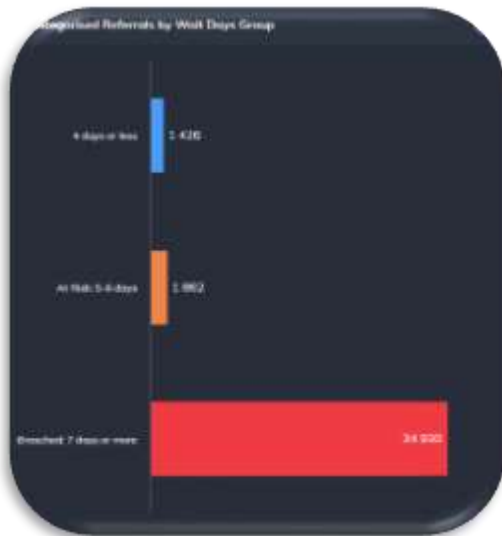
Step 4.



Uncategorised Referrals by Wait Days Group – Top 20 Specialities displays the number of [uncategorised referrals by speciality](#):

- Breached: 7 days or more
- At Risk: 5-6 days
- 4 days or less

Selecting a speciality by clicking a bar in the chart will open information for the selected speciality. The speciality can also be set in the filter bar.



Uncategorised Referrals by Wait Days Group displays the number of uncategorised Referrals by group:

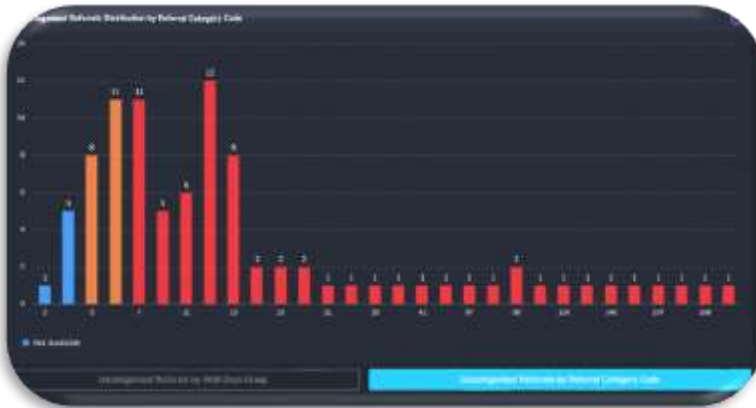
- Breached: 7 days or more
- At Risk: 5-6 days
- 4 days or less

This chart displays the uncategorised referrals cohorts by days breaching.



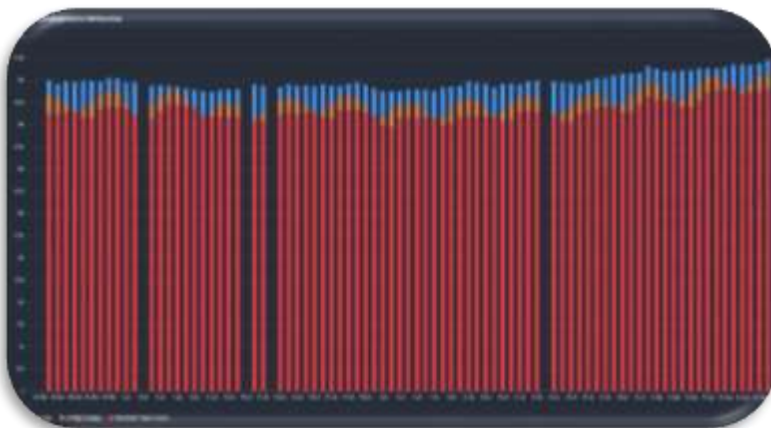
Uncategorised Referrals Distribution by Wait Days Group displays the distribution of uncategorised referrals based on Wait Days Group and the number of days they have been waiting for categorisation.

Selecting a speciality will change the view of the chart to 'Uncategorised Referrals by Referral Category Code' by selecting the tab at the bottom of the chart.



Uncategoryed distribution by Referral Category Code bar chart displays the number of days of uncategoryed referrals. This chart displays the daily summary trend of *Uncategoryed Referrals* based on the *Wait Days Group*.

- Breached: 7 days or more
- At Risk: 5-6 days
- 4 days or less



Uncategoryed Referrals Trends by Wait Days Group displays the daily summary trend of *Uncategoryed Referrals* based on the *Wait Days Group*.

- Breached :7 days or more
- At Risk: 5-6 days
- 4 days or less



Uncategoryed Referrals Details display further details of the uncategoryed referrals including Speciality, Referral ID, Patient ID, REferral Received Date, Categorisation Waiting Days, Category