



TO: Medical Managers
PHC Managers
EMS Managers
District Hospitals in the Worcester Geographic Service Area (WGSA)
All PHC facilities in the WGSA
**CEO's of Tygerberg Hospital/Groote Schuur Hospital/Red Cross War Memorial
Childrens Hospital**

WGSA Circular number: 1/2012

Reduction of inappropriate rural OPD Health-Net referrals from the Geographic Service Area (GSA) platform to Central hospitals

Referring to previous Cape Winelands District (CWD) communication regarding Health-Net patient transport to TBH/GSH/RXH:

- Due to the fragmented implementation of the WGSA plan, the expected reduction of inappropriate rural transfers could not be achieved. This plan has been reviewed at the GSA meeting, 9 December 2011.
- Inappropriate referrals to Central hospitals for NHLS results and collection of medication, available in the GSA, does not enhance the *Patient Centred Experience (PCE)*.

This GSA circular serves as an instruction for the implementation of the reviewed plan with immediate effect.

1. Referrals to TBH/GSH/RXH

- If a specialist at the Central/Regional hospitals identify the need for a follow-up at TBH/GSH/RXH, they should:
 - make a re-appointment in line with the availability of Healthnet transport,
 - book the Healthnet transport, and
 - give a report feedback to the referral facility within the GSA
- Central Hospitals should give a feedback report to the referring facilities in all circumstances to ensure *continuity of care*.

- If there is no feedback/report from the specialist from TBH/GSH/RXH, the patient must be re-assessed by a GSA Family Physician/Medical Officer and referred appropriately, according to the referral pathway within the GSA.
- Where the return visit to the Central hospital is part of an ongoing treatment schedule (eg Oncology), the visit should not be delayed.

2. Health-Net Transport Authority form

Please receive the amended "Health-Net transport Authority form" for implementation 1 March 2012. This form should be completed by all facilities when booking Health-Net transport and should accompany the patient to allow access to the transport. This form replaces previous forms distributed in the WGSA.

3. Health-Net spread sheet

- WGSA facilities to complete the Health-Net spreadsheet by capturing all the patients referred to the Central/Regional hospital
- The Health-Net data from the Register/data collection tool should follow the routine data flow within the district

Attached please find the:

- Revised Health-Net Transport Authority Form – version March 2012 (Annexure A)
- Data collection tool: Subdistrict Referral Register (Annexure B)



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24 APRIL 2012