

# REFERRAL GUIDELINES: UROGYNÆCOLOGY SERVICE

In order for us to be able to accept your patient for urogynaecological review and treatment, referring GPs/medical specialists are required to provide:



**Essential  
Referral  
Content**

### Demographic

- Full name
- Address
- Date of birth
- Referring GP details
- Preferred language and interpreter requirements
- Medicare number
- Mobility needs

### Clinical

- Presenting problem
- Length of time since onset
- Associated symptoms
- Result of vaginal assessment
- Obstetric/gynaecological/surgical history
- Additional needs e.g. mobility issues
- List of current medications
- Any treatments already attempted

### Results

- Most recent pap smear
- MSU most recent result (if not done, please inform us)

Populate required information on the urogynaecological referral form, then print and fax to the relevant outpatient department on **03 8458 4205**

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## REFERRAL PROCESS: UROGYNÆCOLOGICAL SERVICE

 **STEP 1**

Essential referral content will be checked. You will be contacted if further information is required.

Acknowledgement of referral receipt will occur within **eight** working days.

 **STEP 2**

The referral will be triaged by the specialist unit according to clinical urgency.

This determines how long the patient will have to wait for an appointment.

 **STEP 3**

Patients with urgent conditions are scheduled to be seen within 30 days.

Patients with routine conditions are given the next available appointment according to clinical need.

Both the referrer and patient are notified.

Please be advised that referrals are triaged and the waiting list for non-urgent patients can be as long as three to nine months. Upon receipt of an accepted referral, the patient will be placed on the waiting list and receive an acknowledgement letter in the mail. The patient will then be contacted for an appointment in due course.

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If you have any queries please contact us:

**Department of Urogynaecology Phone: 03 8458 4500 Fax: 03 8458 4205**

## REFERRAL PRIORITY: UROGYNAECOLOGY SERVICE

The clinical information provided in your referral will determine the triage category. The triage category will affect the timeframe in which the patient is offered an appointment.

Referral priority	Appointment timeframe
<b>Urgent</b>	Within 30 days
<b>Routine</b>	Longer than 30 days depending on clinical need

## OTHER INFORMATION: UROGYNAECOLOGY SERVICE

The role of the specialist clinic is to diagnose the condition (or to confirm the diagnosis already made by the GP) and to formulate a treatment plan. This may include allied health input, diagnostic testing, conservative management or surgical intervention. It will also include a plan for any ongoing GP input. It is expected that any patient being referred for symptoms or a diagnosis of a prolapse will have had a vaginal examination completed by the GP at the time of the referral.



Mercy Health  
*Care first*

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## INTERPRETING SERVICES

A proportion of our patients have limited or no proficiency in English. In these cases, we engage professional interpreters for communication with our clinicians. To enable access to an appropriate interpreting service, please ensure that your referral includes information on the preferred language spoken by the patient and their need for an interpreter.

### **Mercy Health Department of Urogynaecology**

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