
DATE:

DR.

RE: Referrals – Information to Better Serve YOUR Patient. **A New process for our office.**

Please note that our office only accepts referrals for problems involving the **shoulder and elbow**. It is important to note that any other type of referral will not be accepted.

Please note that referrals are triaged based on the information received – this decision is made primarily based on the urgency of the problem.

Priority 1 (Urgent) – Appointments within 2 weeks.

Priority 2 (Semi-urgent) – Appointments within three months.

Priority 3 (Non-Urgent) – Appointments based on clinical availability.

Currently our wait time is approximately 18 months for priority 3 referrals.

Please ensure that we have all the imaging reports including, Ultrasounds, Xray, CT Scans and MRI included with the referral as this will help triage the information more timely. Please ensure all the patient information is correct including, address, telephone numbers, health card number, etc.

Once an appointment is booked for your patient an appointment slip will be mailed out along with patient instructions. Patients **MUST** bring two things to the appointment:

1. A copy of their imaging in CD format.
2. A completed comprehensive health history form.

Please inform your patient of the wait time for this type of new patient consultation. Please keep this note with your patient's original referral as your confirmation of receipt of the referral by Dr. Bicknell's office.

Due to the large volume of referrals awaiting consultation appointments, we will **not** be confirming receipt of referral or approximate timing of appointment with patients over the phone.

PLEASE DO NOT HAVE YOUR PATIENTS CALL OUR OFFICE FOR DETAILS ABOUT APPOINTMENT BOOKINGS UNTIL THEY HAVE BEEN GIVEN AN APPOINTMENT. These calls will not be returned. However, your office is welcome to call us at any time for more information regarding appointment bookings.

Please note **your help** with this new process will free our lines for urgent patient care.

Thank You.

SHOULDER AND ELBOW