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|  | **ED RECEPTION**  **Fracture Clinic – Patient Seen at Out of Area A&E SOP** |
|  | * Patients who have **attended a different A&E** but need a **Fracture Clinic** appointment with us **do not need to book into our A&E**. * Only book them into A&E if they need treatment from us. If they simply need a Fracture clinic appointment, follow the below SOP. |
| **1** | * Take the patient’s details, locate their patient record and note their MRN. * If they have not attended our Trust before and do not have an MRN, use the **Add Person Without Encounter** function to create one for them. |
| **2** | Email a referral to the Appointment Centre Phones Team using the format below. |
| **2** | The email addresses to send to are:  **phones.team@cht.nhs.uk** and  **jane.cash@cht.nhs.uk** |
| **3** | Ensure that the information you enter is accurate. |