



Central Referral Service WA Country Health Service (WACHS) Proof of Concept

We are pleased to announce that from Monday 11th October 2021, public referrals for a first specialist outpatient appointment for **Neurology, Haematology** and **Paediatrics** (medical and developmental) will now be processed by the Central Referral Service and allocated straight to the South West (based on service availability and patient postcode). Information on how to send a referral to the CRS is available [here](#).

For any patients requiring immediate assessment (i.e. within 7 days), referrers must contact the relevant hospital to discuss the case and send the referral direct to site – **immediate referrals are not processed by the CRS.**

Currently other WACHS regions and specialties remain out of scope for CRS and will be brought into scope over time. Please continue to send these referrals according to current referral pathways.

Bringing regional specialties into scope for the CRS is part of the WACHS Outpatient Reform Program and the broader state-wide Outpatient Reform Program led by the Department of Health.

The proof of concept will bring several benefits to South West patients and referrers, including:

- Improved patient access to specialist medical services
- Streamlined referral processes and improved referral quality for the in-scope SW WACHS specialist services
- Allocation of referrals to the most appropriate hospital – supporting care closer to home (where clinically appropriate and available)
- Improved tracking, auditing and reporting of referrals (for WACHS)
- Improved communications regarding the status of submitted referrals (for referrers and patients)

For further information on the proof of concept, please contact [Renny Carroll](#) Senior Project Officer, WACHS Outpatient Reform.

