

Central Intake Standard of Practice:

Triaging:

- Every referral undergoes screening by our clinical nurse and lead physician.
- Referrals are meticulously evaluated against Cancer Care Ontario (CCO) guidelines to ensure they meet the necessary guidelines for scoping.
- If a referral does not meet CCO guidelines for scoping, communication is sent back to the referring physician, providing clear and concise details along with appropriate clinical recommendations.

Routing:

Choice-Based Routing:

- Routing decisions are driven by the choice selected on the referral form: **First Available, Preferred Physician, or Preferred Hospital.**
- Referrals without a specified routing preference default to "First Available."

❖ **First Available Referrals:**

- **Prior History Consideration:** Patients who have undergone prior colonoscopy within the region in the past 5 years are routed to the same specialist/hospital, promoting continuity of care.
- **Location-Based Routing:** For patients with no prior history with a specialist or hospital, routing is based on their geographic location:
 - **Within City:** Referrals within the city are equitably distributed between the 3 major city hospitals: Queensway Carleton Hospital, Montfort Hospital, and The Ottawa Hospital.
 - **Outside City:** Referrals outside the city are routed solely based on proximity to the patient's residence.

❖ **Preferred Physician Referrals:**

- Referrals are directed to the specified physician's office on the referral form, respecting patient preferences and established provider relationships.

❖ **Preferred Hospital Referrals:**

- Referrals are distributed equitably among specialists at the indicated hospital on the referral form.