

## Content

Department Name: Rheumatology

Process Name: Advice & Refer

### Change History:

Version	Draft	Date	Author	Comments
V1.0	N	13/06/2025	Jenny Poole	Draft created from Cinapsis System and Notes, reviewed and amended with SG, sign off received
V1.1	N	23/06/2025	Jenny Poole	Further Review, amendments made, final map issued



**Improvement team**

● **Improve health** ● **Better care** ● **Lower costs**

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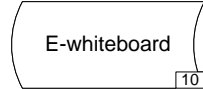
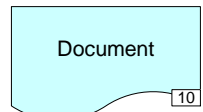
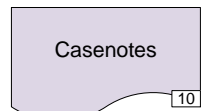
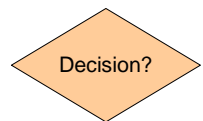



<b>Map 1a</b>	Rheumatology – Advice First – GP Referral – To Be .....	<b>Page 5</b>
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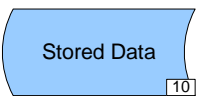




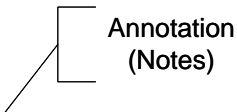
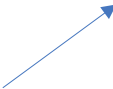





**Improvement team**


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# Legend


	Symbol used to Indicate the start or end of a process
	Symbol used to indicate an event, task or action
	Symbol used to indicate whiteboard actions
	Symbol used to indicate e-whiteboard actions
	Symbol used to indicate paper documents and proforma activity <b>excluding</b> patient Case Notes
	Symbol used to indicate Case Note activity
	Symbol used to indicate a decision point. The question is shown in the icon and there will be two options
	Symbol used to indicate a choice as to which path to take. There can be multiple outputs.
	Symbol used to indicate a point whereby all output paths should be actioned.
	Symbol used to illustrate <b>Diary/Whiteboard Updates</b> , labelled accordingly i.e Admission Diary = AD Receptionist Diary = RD Transfers Whiteboard = TW Patient Whiteboard = WB


	Symbol used to Indicate the start or end of a process
	Symbol used to indicate a system where data is captured inc. emails
	Symbol used to indicate a reporting point i.e. system generated reports or escalation points to management etc.
	Symbol used to indicate a link <b>to</b> another map
	Symbol used to indicate a link <b>from</b> another map
	Symbol used to illustrate link to <b>maps</b> within other Visio documents
	Symbol used to include a comment or additional information
	One-way arrow used to show sequence of events and what is produced by an event.
	Symbol used to illustrate multiple <b>issues</b> , numbered accordingly
	Symbol used to illustrate multiple <b>ideas</b> , numbered accordingly

 Symbol used to Indicate Happy

 Symbol used to Indicate Indifferent

 Symbol used to Indicate Unhappy

 Symbol used to Indicate Worried

 Symbol used to Indicate Angry

 Defects

 Over Production

 Waiting

 Un-utilised Skills

 Transportation

 Inventory

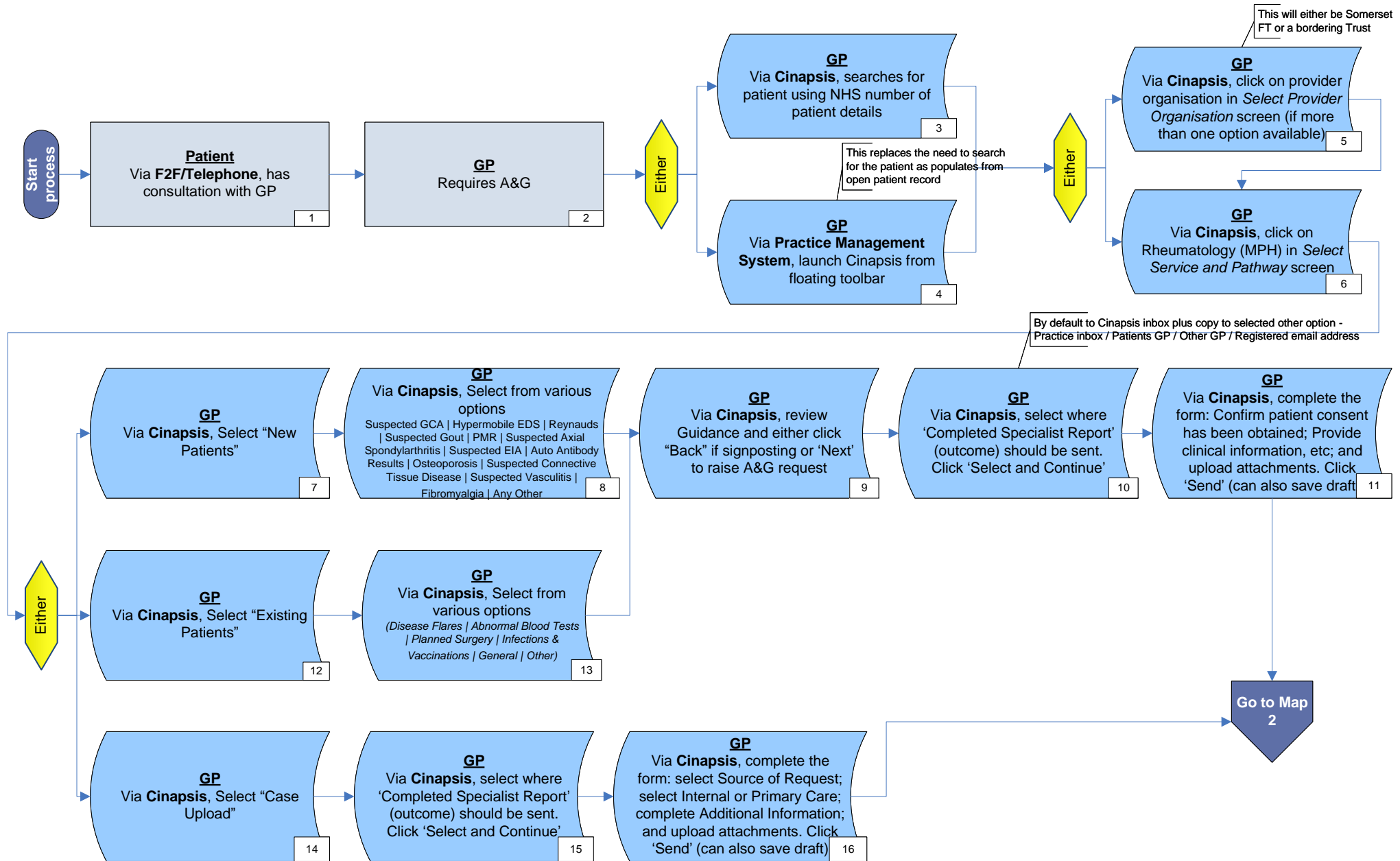
 Motion

 Extra Processing

# Rheumatology – Advice & Refer – GP Process – Map No 1a – To Be

2WW – Two Week Wait | A&G – Advice & Guidance | IBD – Inflammatory Bowel Disease |

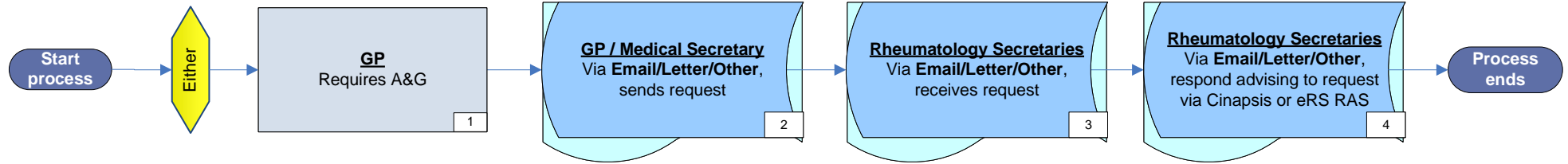
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# Rheumatology – Advice & Refer – Non-eRS Request Process – Map No 1b – To Be

A&G – Advice & Guidance | RAS – Referral Assessment Service |

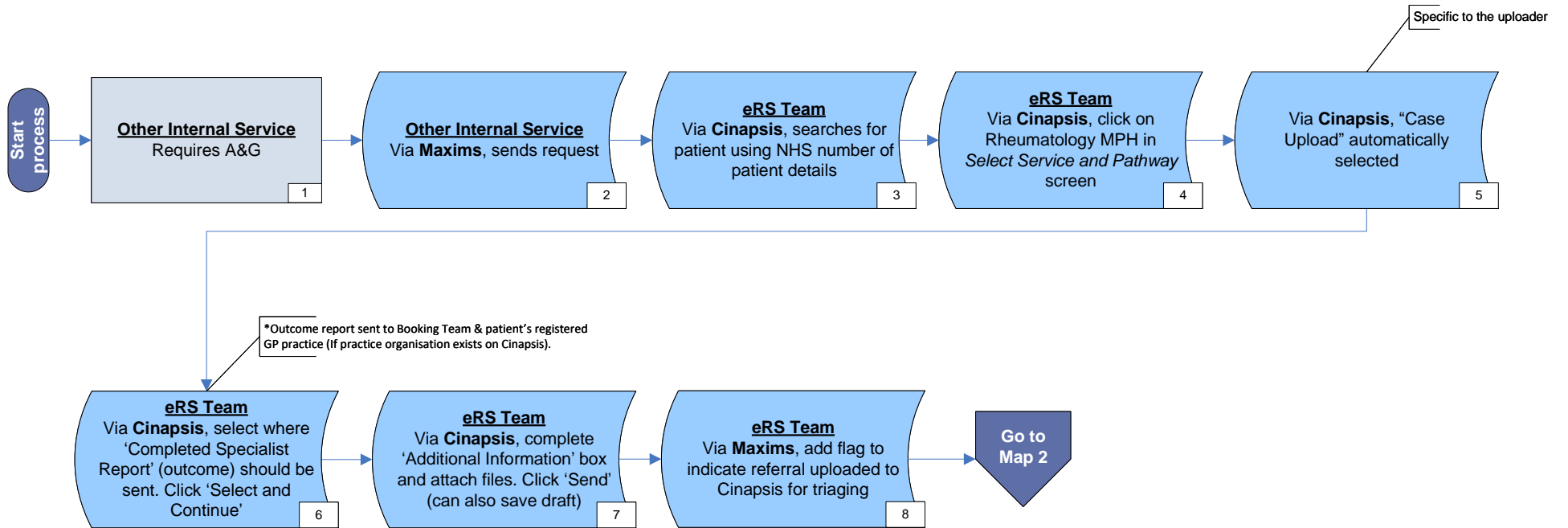
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# Rheumatology – Advice & Refer – Maxims Request Process – Map No 1c – To Be

A&G – Advice & Guidance | RAS - Referral Assessment Service |

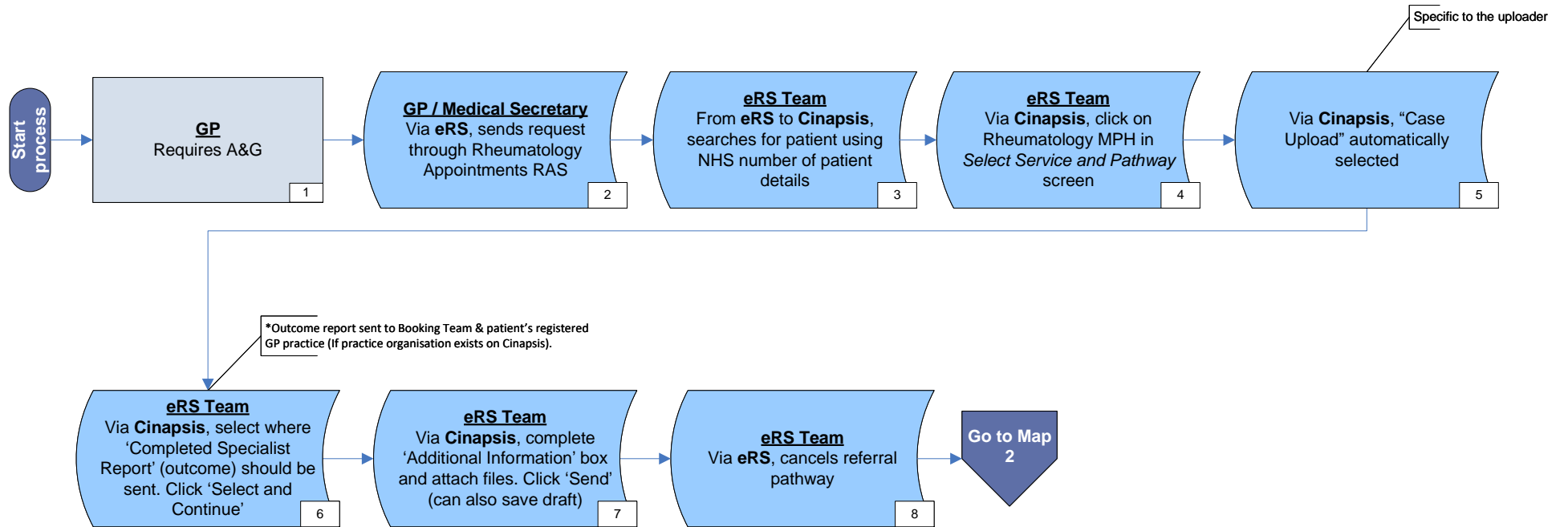
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# Rheumatology – Advice & Refer – eRS Request Process – Map No 1d – To Be

A&G – Advice & Guidance | RAS - Referral Assessment Service |

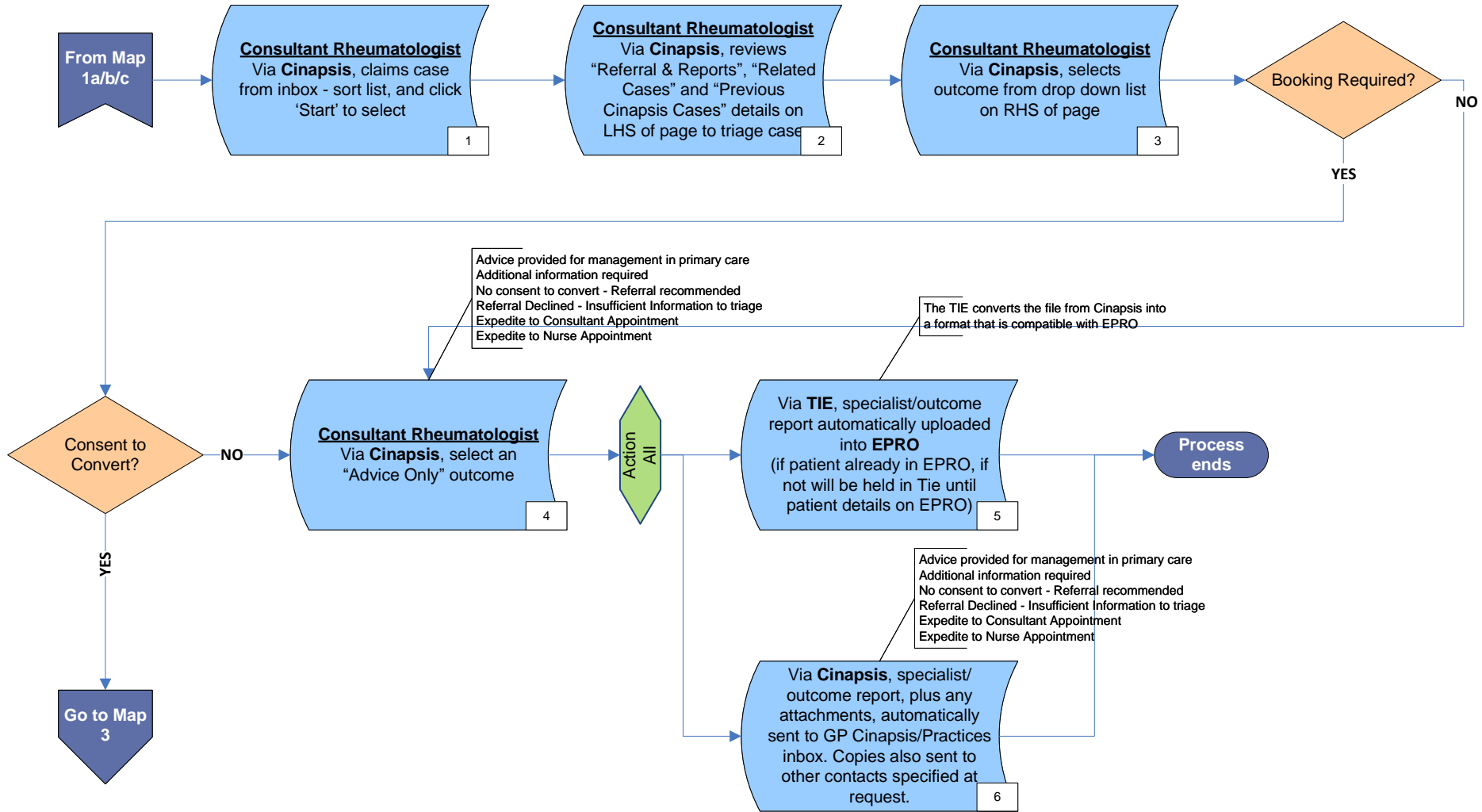
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# Rheumatology – Advice & Refer – Triage Referral – Map No 2 – To Be

LHS – left hand side | RAS - Referral Assessment Service | RHS – right hand side | TIE – Trust Integration Engine |

Rheumatology Advice & Refer



# Rheumatology – Advice & Refer – Convert to Appointment – Map No 3 – To Be

RAS – Referral Assessment Service | UBRN – Unique Booking Reference Number |

Rheumatology Advice & Refer

