

## Outpatient (OPD) Waiting List Processes

### Our Lady's Children's Hospital, Crumlin OLCHC

OLCHC follows the national protocol for the management of outpatient services.

[www.olchc.ie/Children-Family/Appointments/Protocol-for-the-Management-of-Outpatient-Services-Ed1-Jan-2013.pdf](http://www.olchc.ie/Children-Family/Appointments/Protocol-for-the-Management-of-Outpatient-Services-Ed1-Jan-2013.pdf)

- OLCHC accept outpatient appointment referrals for patients from primary care (GPs) within the Dublin South County, Kildare and Wicklow areas. Referrals are also accepted nationally from Paediatricians. Children will be accepted up to the eve of their 16th Birthday, depending on the length of waiting lists within the specialty.
- When a referral letter is received the consultant prioritises the letter using the following categories:
  1. Urgent
  2. Soon
  3. Routine
- Parents/guardians are issued with an outpatient appointment date or an acknowledgement letter stating that their child has been clinically triaged and placed on the OPD waiting list.
- Patients who have been sent an acknowledgement letter remain on the waiting list until an OPD appointment date becomes available. The parent/guardian is informed of this date by the OPD Team by telephone and/or by letter.
- OLCHC operates a strict '*Did Not Attend Patient Operating Procedure*' which relates to both new and return appointments.

*For further information or queries regarding referrals or outpatient waiting lists, please contact the Out Patients Department directly on:*

**Telephone:** 01 4096130 / 6131 / 6132 / 6162 during the hours of **0900-1230** and **1400-1700** Monday to Friday

**Fax:** (01) 4096801 / **Email:** [opd.reception@olchc.ie](mailto:opd.reception@olchc.ie)

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