

# Specialist Clinic Referral Guidelines

## BURNS SERVICE

**If there is a concern about the delay of the appointment, or any deterioration in the patient's condition, please send an updated referral with additional information.**

**If the patient's care needs have become urgent, please call the Burns registrar on call on 9076 2000.**

### **To refer your patient to Specialist Outpatients Burns clinics**

Please send your referral to Alfred Specialist Clinics via **Consultmed eReferral**. To log in or create a free [Consultmed account click here](#).

Alfred Health's preference is for all referrers to utilise eReferral; however, referrals can be sent via fax to (03) 9076 6938, or email to [op.referrals@alfred.org.au](mailto:op.referrals@alfred.org.au) whilst we transition our services to this secure platform.

Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

Please note a referral may be declined if it does not contain essential information required for triage, if the condition is not appropriate for referral to a public hospital, or is a condition not routinely seen at Alfred Health.

The clinical information provided in the referral will determine the triage category. The triage category will affect the timeframe in which the patient is offered an appointment. Waiting times to scheduled appointments vary across clinics and are impacted by factors including clinic demand, capacity and staffing. You can view waiting times to scheduled appointments for urgent and routine referrals [here](#).

Advice and management of burns can be found on the Victorian Adult Burns Service [website](#).

Referral to Burns Service form can be found [here](#)

### **The following conditions are not routinely seen in Burns Clinics at Alfred Health:**

- Children under 16 years of age. Children under 16 years of age require referral to Royal Children's Hospital.
- Burns expected to heal in < 14 days

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Please include in your referral:

<b>Demographic details:</b> <ul style="list-style-type: none"><li>• Date of birth</li><li>• Patient's contact details including mobile phone number</li><li>• Referring GP details</li><li>• If an interpreter is required</li><li>• Medicare number</li></ul>	<b>Clinical information:</b> <ul style="list-style-type: none"><li>• Reason for referral</li><li>• <b>Date and time of injury</b></li><li>• Duration of symptoms</li><li>• Past medical history (in particular diabetes, hypertension, vascular disease)</li><li>• Current medications</li><li>• Smoking status</li></ul>
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Some clinics offer private consultations in public rooms. If the patient chooses to be seen as a private patient, **please provide a referral to a named specialist** to comply with MBS billing requirements. There is no out-of-pocket cost to the patient. Please note the patient may be seen by another consultant in that clinic to expedite their care.

The times to assessment may vary depending on size and staffing of the hospital department.

**If you are concerned about the delay of the outpatient appointment, there is any deterioration in the patient's condition, or you require an urgent specialist opinion, please contact the Burns Registrar on call on 9076 2000.**

### Contents

[Urgent Referral](#)

[Non-urgent referral](#)

[Burns Scar Management](#)

### Urgent referral

For major burn injuries direct to the Emergency Department for:

- Burn injuries greater than 20% of the total body surface area (TBSA)
- Suspected inhalation injury
- High voltage electrical injury (more than 1000 volts)

Immediately contact the Burns Registrar on 9076 2000 to arrange urgent advice/assessment for burn injuries that meet one or more of the following criteria:

**Size:**

- >10%TBSA for adults
- >5% full thickness

**Person**

- Preexisting illness, pregnancy or elderly

**Area**

- Face, hands, feet, perineum or major joints
- Circumferential (limb or chest)

**Mechanism**

- Chemical/electrical
- Suspected non-accidental injury

### Burns Assessment Information

Information on how to conduct a burns assessment can be found [here](#).

**Additional information:**

Please include the essential [demographic details and clinical information](#) in the referral.

Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

[Return to Contents](#).

### Non-urgent referrals

A non-urgent referral is a burn that is not a major trauma or does not meet one of the urgent referral criteria.

If you are concerned about the delay of the follow-up or if there is any deterioration in the patient's condition, or if you require an urgent specialist opinion, please contact the Burns Registrar on call on 9076 2000.

### Information to be provided in the referral

- Mechanism of injury
- First aid details
- Images
- Burn wound assessment including depth & size. Find instructions [here](#).

### Additional information:

Please include the essential [demographic details and clinical information](#) in the referral.

Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

Burns Nurse Advice is available Monday to Friday 730am-4pm. This service is for general wound management advice and can be accessed via referral process.

All non-urgent referrals are triaged Monday to Friday by the Victorian Adult Burns Service. Referrals may be directed to the following pathways or co-managed with the referring clinician depending on the most appropriate management required.

- **Outpatient Clinic** – Monday and Thursday
- **Burns Nurse lead Clinic** – Monday to Friday
- **Burns Nurse Telehealth** – Tuesday and Thursday
- **Admission** via emergency department or clinic

[Return to Contents.](#)

### Burns Scar Management

#### Burns scar management referral criteria:

- Patients with hypertrophic, raised or keloid scar or scar contractures following a burn injury
- Are experiencing functional impairments from burn scars
- Cosmetic concerns resulting from burn scars
- Have scarring from a burn injury that is symptomatic of pain or severe itch
- Have ongoing medical needs related to burns, such as pressure garments or laser therapy for scar revision

#### Information to be provided in the referral

- Include information about the burn scar type and presentation (e.g., hypertrophic, keloid, raised, hyper vascular, hyper/hypopigmented)
- Duration of the scar
- Specify the wound type (e.g., graft, donor site).
- Include functional or mobility restrictions/limitations caused by scar.
- Indicate whether BTM (Biological Temporarily Matrix) or a dermal substitute has been used.
- Include any associated symptoms (e.g., pain, itching).

#### Additional information:

Please include the essential [demographic details and clinical information](#) in the referral. Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

[Return to Contents.](#)