The following conditions are not routinely seen at the Alfred:

- Patients who are being treated for the same condition at another Victorian public hospital
- Children under 18 years of age are not seen at The Alfred

### Essential Referral Content

<table>
<thead>
<tr>
<th>Demographic</th>
<th>Clinical</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Date of birth</td>
<td>• Reason for referral</td>
</tr>
<tr>
<td>• Contact details (including mobile phone)</td>
<td>• Duration of referral symptoms</td>
</tr>
<tr>
<td>• Referring GP details</td>
<td>• Relevant pathology &amp; imaging reports</td>
</tr>
<tr>
<td>• Interpreter requirements</td>
<td>• Past medical history</td>
</tr>
<tr>
<td>• Medicare number</td>
<td>• Current medications</td>
</tr>
</tbody>
</table>

### Exclusion Criteria

The Alfred gratefully acknowledges the assistance of the Canterbury and District Health Board in New Zealand in developing these guidelines. They are intended as a guide only and have been developed in conjunction with the Heads of Unit of The Alfred.
## General Medicine Outpatient Referral Guidelines

### Referral Priority: General Medicine

The clinical information provided in your referral will determine the triage category. The triage category will affect the timeframe in which the patient is offered an appointment.

<table>
<thead>
<tr>
<th>Immediate</th>
<th>Urgent</th>
<th>Routine</th>
</tr>
</thead>
</table>
| Direct to the Emergency & Trauma Centre | Within 1 week:  
- Major clinical risk if treatment is delayed  
- Severe or progressive undiagnosed problem where condition is potentially serious  
- Uncontrolled, acute, deteriorating and/or severe symptoms, and/or major functional impairment  
- Suspected malignancy  
- Identified as at-risk on discharge due to social circumstances  
- Hospital admission is possible if patient is not evaluated within 1 week | Within 30 days:  
- Follow up on normal test results  
- Follow up on stable psycho-social issues  
- Where wait time will not put the patient at risk of prolonged discomfort or development of more serious symptoms/disease  
- Reassessment of known major/complex multi-system disease  
- All other conditions |
| - Chest pain (new)  
- Heart palpitations  
- Severely short of breath (significantly worse that baseline)  
- Severe pain—unexplained, new and/or prolonged  
- Sudden loss of functioning—weakness (especially one sided), blurred vision, facial droop  
- Fall with suspected fracture and/or head/spinal injury  
- Severe acute onset of cognitive deterioration |  
| | Follow up on normal test results  
- Follow up on stable psycho-social issues  
- Where wait time will not put the patient at risk of prolonged discomfort or development of more serious symptoms/disease  
- Reassessment of known major/complex multi-system disease  
- All other conditions | |
| Phone the Gen Med Physician Hotline on 0428 626 183 or send to The Alfred Emergency & Trauma Centre. | Urgent (within 1 week) cases must be discussed with the clinical triaging team for prioritisation on 9076-2375 and a referral faxed to 9076-3812 | Fax referral to 9076-3812 |