



I INTRODUCTION

I.1 Purpose

Centre for Eye Health ('CFEH' or 'The Centre') presents these terms and conditions with the expectation that observance of these terms and conditions will contribute to more effective client care and greater satisfaction for the client, referrer and the Centre. Moreover, CFEH will support referring practitioners as an integral part of our client services (see *relevant referral forms for details of services and suitable conditions to refer to the Centre*).

I.2 Scope of Practice

The Centre is a referral service providing advanced eye imaging, diagnostic and visual assessment services as well as a Glaucoma and selected retinal conditions Management Clinic (GMC). CFEH will ensure that the expertise and skills required to perform the tests are suitable and data is collected according to set protocols. In all cases, communication with the referring practitioner will be our key focal point.

The Centre's six distinct services are:

- i. The *Imaging and Visual Function* service for optometrists, ophthalmologists other medical practitioners (GPs) or medical specialists (outside of ophthalmology) that provides access to results from any of the instruments available at the Centre or disease assessment such as diabetic retinopathy. Depending upon the nature of the assessment, the report may purely attach a printout of the relevant scans or alternatively include an interpretation of the images alone. The service is designed to provide information to assist with patient management which remains with the referring practitioner. Referring practitioners must ensure their patient returns to them for continuing care once CFEH reports have been received. Results are not discussed with the client.
- ii. The *Ocular Condition Assessment* service for optometrists that provides in-depth analysis related to a suspected underlying condition, which may involve consultation with one of the Centre's consultant ophthalmologists. Treatment will **not** be initiated and the results not discussed with the client. Patient management remains with the referring practitioner. Referring practitioners must ensure their patient returns to them for continuing care once CFEH reports have been received.
- iii. A *Collaborative Care and transfer of care* service with ophthalmologists or public hospital ophthalmology departments. Clear communication between the two parties will be undertaken to ensure that the client receives the appropriate care from the relevant party with communication with the referring practitioner.
- iv. The *Centre's Glaucoma Management Clinic* is a shared care service providing collaborative optometric and ophthalmological assessment and management for clients who are glaucoma suspects or who have glaucoma. If referred by an optometrist, the responsibility for general eye care remains with the referring practitioner. Reports will be sent to the referring practitioner with copy to GPs as appropriate after every instance of a course of attention.
- vi. *Retina Management Clinic* services are similar to the ocular condition assessment in 1.2ii however in the case of this assessment, management of the specific referred condition is undertaken by CFEH optometrists. Teleophthalmology input will be sourced as required at the discretion of CFEH practitioners. Results and required follow up will be discussed with the client however primary care for other ocular conditions remains with the referring optometrist.
- v. *Visual Status Assessment* service for eye care practitioners, general practitioners, nurses and allied health practitioners. This service will evaluate the patient's visual status, for example, as part of integrated care delivery for vision rehabilitation services.

I.3 CFEH Standard Procedures

- i. All tests conducted at CFEH are routine clinical tests and do not involve experimental procedures.
- ii. The Centre will not accept referrals from optometrists or other health professionals for patients currently under ophthalmological care, unless it is for a different condition or the optometrist has already consulted with the treating ophthalmologist.
- iii. CFEH services are provided at no charge to the referrer or the patient.
- iv. All patients will be managed according to strict CFEH protocols, which take into consideration professional guidelines by regulatory bodies such as the Optometry Board of Australia, National Health and Medical Research Council, Optometry Australia and RANZCO.
- v. UNSW students may participate in the client consultation.
- vi. CFEH reserves the right to refuse referrals from a practitioner if they are found to be in breach of the terms and conditions laid out in this document or for conditions not suitable for CFEH assessment.
- vii. CFEH services are primarily funded by Guide Dogs NSW/ACT.
- viii. CFEH follows The University of New South Wales policies and procedures relating to research and publication.

I.4 Patient Management

- i. CFEH should not be regarded as a referral service for acute and/or urgent conditions. On the rare occasion that the condition requires urgent treatment, an appropriate action plan will be formulated in consultation with the referring practitioner.
- ii. CFEH may request an opinion from a consultant ophthalmologist, engaged through South Eastern Sydney Local Health District (SESLHD), if required.

2 REFERRING

2.1 Referral Process

- i. Referring practitioners must ensure all information on the CFEH Referral Form is correct and complete, otherwise they cannot be processed.
- ii. Referring practitioners must return the completed and signed Referral Form to CFEH by fax, post, Medinexus, secure email or direct website entry
- iii. Referring practitioners must advise the patient on why the patient is being referred to CFEH.
- iv. CFEH may need to contact the referring practitioner for further information about the patient and/ or specific tests required.

2.2 Patient Management

- i. CFEH should be regarded as a resource to aid in the management of patients.
- ii. CFEH will bill Medicare as appropriate.
- iii. Referring practitioners must ensure that timely treatment of ocular conditions is not adversely delayed by referral to the Centre.
- iv. Patient reports will be posted to their My Health Record unless specifically requested otherwise by the patient.

2.3 Exceptional Cases

- i. If symptoms or ocular findings unrelated to the original referral are noted at the time of CFEH consultation, the referring practitioner will be informed and it is then their responsibility to manage the patient appropriately.
- ii. If a consultant ophthalmologist opinion is sought, the referred individual will be registered with SESLHD.
- iii. If an urgent situation arises and the referring practitioner cannot be contacted, CFEH reserves the right to initiate a management plan.

2.4 Contact with CFEH

- i. Referring practitioners are encouraged to contact CFEH with regard its services, including seeking clarification about a specific patient report.

2.5 Copyright

- i. Images distributed in the client reports are the copyright of CFEH.
- ii. Distribution or reproduction of part or all of these images in any form is prohibited, except for on referral to another health-care practitioner and/or where prior approval has been given by the Centre.
- iii. CFEH must be acknowledged as the source of the images.