



Guide for Sending a Teledermatology Referral via System One

Contents

- 1. Overview..... 3
- 2. Launching Rego..... 3
- 3. Starting the Rego form 3
- 4. Does the patient need to send you images? 4
- 5. Do you already have images from the patient? 4
- 6. Completing the Referral Form..... 5
- 7. Receiving Responses..... 5
 - Return to Primary Care..... 5
 - Routine/Urgent Referral Required 5
 - 2WW Referral Required 5
- 8. Checking the Status of Referrals and Reporting..... 5
- 9. Support 6

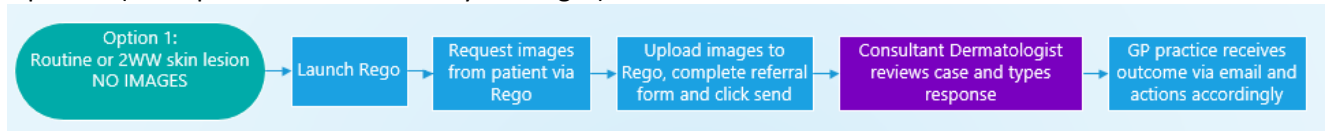
Guide for sending a Teledermatology referral

1. Overview

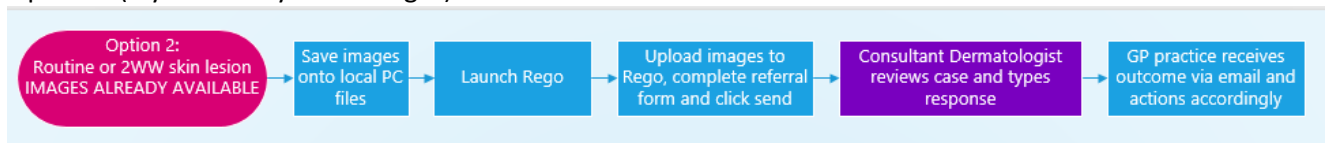
Please use the Rego Teledermatology system for rapid access to advice and guidance from a Consultant Dermatologist for patients with skin lesions (both routine and 2WW). **Please note that rashes are not currently included.**

The process will be slightly different depending on whether you already have images for the patient.

Option 1 (if the patient needs to send you images):



Option 2 (if you already have images):



2. Launching Rego

The Rego system is launched from Forms CCG East on the 'Acute' tab. **If submitting a 2WW, please follow the prompts from Rego to ensure that a dummy appointment is booked on eRS.**

3. Starting the Rego form

- Select your name from the list of users
- Should your name not appear you can add it by clicking 'Other' and completing the fields
- Select the 'Dermatology' specialty
- Choose how you wish to proceed with attaching clinical images

4. Does the patient need to send you images?

- In the Clinical images section, select the option 'Request image/s from patient'. This will enable you to send the patient an SMS (text message) with a link to upload images via their mobile device.
- The patient mobile number will be automatically brought in from the System One record. Click the 'Send to Patient' option to send the SMS to the number visible.

Clinical images

Please select

Request image/s from patient | Upload existing images | Images unavailable

Instructions

Please ensure that the patient mobile number (obtained) from the record system is accurate. You may amend the number if necessary. Once confirmed, please click the **Send to Patient** button. This will trigger an SMS with a link for the patient to capture and upload their images. As soon as the patient has completed the process, the images will automatically appear below.

Alternatively, if the patient is unable to provide images during the consultation, please follow the steps above and click **Save**; you may then close the referral. Once the patient has completed the process, a notification will be sent to the Practice email address. Please click the link within the email where you may review the images and proceed as appropriate.

Patient mobile phone number

07918902058 | **Send to Patient**

If you complete this during a phone consultation with a patient, the SMS and uploaded images will be in real time.

Alternatively, once you send the SMS you can save the referral, the patient will then have 48 hours to upload images and when they do so an email notification will be sent to the practice email address with a link to access and continue the referral.

5. Do you already have images from the patient?

If you already have images from the patient, for example from eConsult or if you have used a dermatoscope to take images in practice, please ensure these images are saved onto the local PC files i.e. within Documents or a shared drive. Please note that images cannot be pulled directly from within System One.

- Click 'Upload existing images'
- Click 'Add'

Clinical images

Please select

Request image/s from patient | **Upload existing images** | Images unavailable

Please upload relevant images

Add

- Click 'Upload a file'
- Select an image from the local files
- Click 'Save'
- Enter a Date of Exposure by clicking 'Today' or entering a date

6. Completing the Referral Form

Once images have been acquired as detailed above, proceed with completing the referral form.

Please ensure that all fields below are completed to enable the referral to be sent.

- a) Select 'Skin lesions (2ww pathway)' or 'Skin lesions (Urgent and Routine)' as appropriate
- b) Enter duration of the lesion
- c) Enter size of the lesion
- d) Enter narrative detail about the lesion
- e) You may enter any other information in 'Supplementary information'
- f) Enter any 'Risk factors' from the list provided
- g) Enter any 'Additional consideration'
- h) Once all questions have been answered please click the 'Send' button, that appears in the bottom right of the screen, to send the referral

7. Receiving Responses

When the referral is triaged by the Hospital, Rego will generate an email to the practice which will contain a report on the outcome of the referral and a PDF copy of all details and actions of the referral.

Outcomes will be listed as:

- Return to Primary Care
- Routine Referral Required
- Urgent Referral Required
- 2WW Referral Required

Return to Primary Care

When a referral is returned to primary care it is not deemed to require onward referral and so will detail how to manage the patient in primary care.

Routine/Urgent Referral Required

Please submit a referral via eRS by clicking the 'Submit via eRS' button to attach the PDF copy of the Rego outcome. Please use the '**ALLCAS – Dermatology REGO Referrals – Ipswich Hospital**' option on eRS.

2WW Referral Required

Please submit a referral via eRS by clicking the 'Submit via eRS' button to attach the PDF copy of the Rego outcome. Please use the '**2WW Dermatology REGO Referrals – Ipswich Hospital**' option on eRS.

Downgraded referrals: If appropriate, a 2WW referral may be downgraded and removed from the 2WW pathway. This can only be done with the referrer's consent. The referrer will receive this information in the Rego response and will be able to respond via Rego. Failure to respond, within 7 days, will be taken as confirming consent. The patient can be re-referred at any time if there is increasing clinical concern.

8. Checking the Status of Referrals and Reporting

Please click [here](https://referrals.management/livezilla/knowledgebase.php) to see the training guide on the Vantage Health Support page (<https://referrals.management/livezilla/knowledgebase.php>).

9. Support

On the right hand side of all Rego screens is a 'Live Chat' button. Using this option will open a chat window with an available member of the team. If there are no available staff at that time, it will direct you to a webpage to leave a message. The team will respond to you as soon as they can.