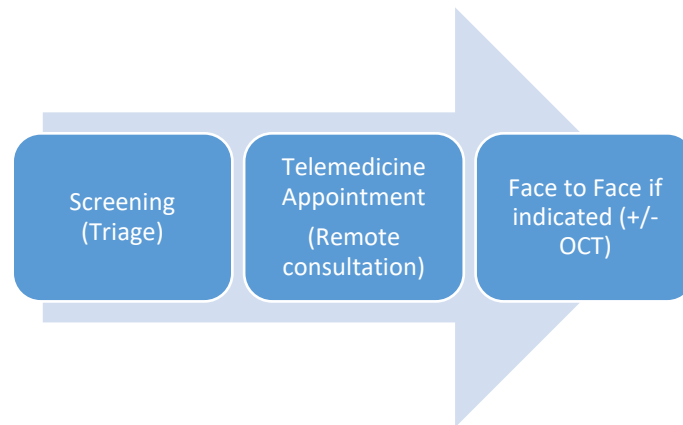


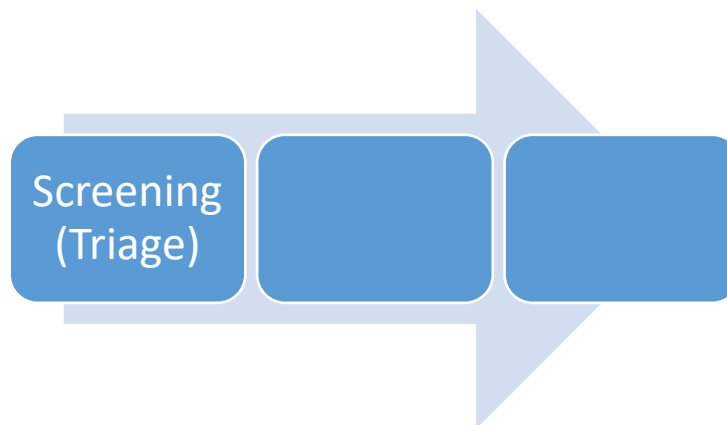
BEFORE YOU BEGIN:

Please make sure you have watched the CUES introduction videos BEFORE completing your first patient episode.

<https://help.optom-referrals.org/category/249-cues-introduction-videos>



There are three key steps in the CUES pathway, and each one MUST be completed before moving onto the next. Where the patient is screened and found eligible for CUES, the next step is ALWAYS a telemedicine appointment (remote consultation).



Outcomes if eligible for CUES:

“See at practice – Telemedicine Appointment”

In the vast majority of cases, after the patient has been screened and found eligible for CUES, this is the outcome you will select. A clinician from your own practice will then do a telemedicine appointment for this patient within 2 hours.

The other outcome are:

Refer to – OCT Optometrists on DOS (Telemedicine)

This option should be used if the patient’s symptoms make it evident that they will need an OCT and your practice DOES NOT have an OCT. The patient will be referred to another CUES practice for telemedicine, followed by a F2F appointment with OCT if indicated.

Refer to – CUES Provider on DOS (Telemedicine) – unable to manage within 2 hours

This should only be used on the rare occasion where a telemedicine appointment cannot be carried out within two hours by a practice clinician, so the patient needs to be referred to another local CUES practice for this to happen.

See at practice – In Practice – Telemedicine with OCT

This option should be used if the patient’s symptoms make it evident that they will need an OCT and your practice DOES have an OCT. A practice clinician will carry out a telemedicine appointment within two hours, followed by a F2F appointment with OCT if indicated.

Is the patient self-isolating due to having COVID linked symptoms or due to living with someone with COVID linked symptoms? *

- Yes
 No

Is the patient shielding (vulnerable patients) without COVID linked symptoms ? *

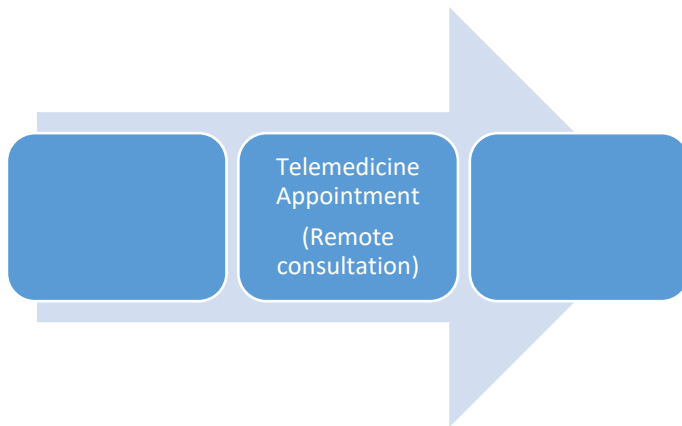
- Yes
 No

Please select an outcome or action for this patient

Click to Select

- Discharge - completed**
 - Discharged - signposted to Self Care / Pharmacy
 - Discharged - Advice and Guidance Provided
 - Discharged - No appointment not suitable for CUES
 - Discharged - Directed to GP
 - Discharged - Patient directed to A&E for other healthcare
 - Discharged - Requires emergence HES - local SOP followed outside of OPERA
- Refer Onwards**
 - Refer to - Refer to - OCT Optometrist on DOS (Telemedicine)
 - Refer to - CUES Provider on DOS (Telemedicine) - unable to manage within 2 hours
- See at practice**
 - In Practice - Telemedicine Appointment
 - In Practice - Telemedicine with OCT

Any notes, comments or observations to assist further clinical assessment - these comments will be passed to optometrist, GP or HES *



All patients screened and found eligible for CUES will have a telemedicine appointment (remote consultation), this is to ensure that they truly need F2F assessment or to ensure full history and symptoms are collected prior to attendance to minimise the F2F contact time.

The possible outcomes are shown below:

Please select the outcome of the assessment *

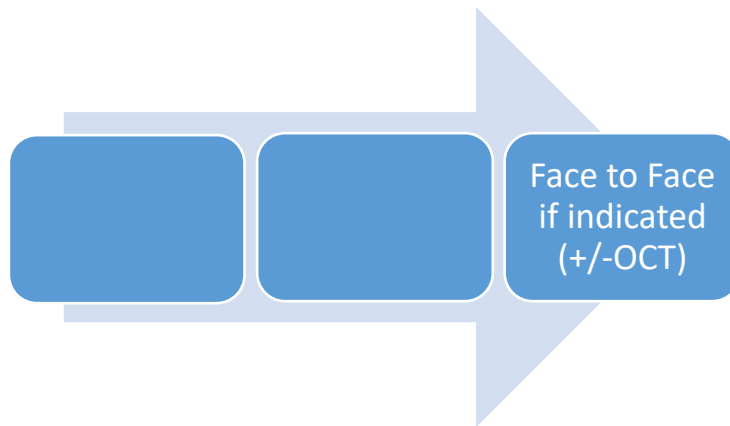
Select one ▾

- Discharge**
- Discharge with self-care advice
- Discharge with advice
- Discharge - no pathology identified
- Discharged with therapeutic recommendation
- Defer referral - arrange to see in 4-6 months
- Discharge after foreign body removal
- Discharge after epilation

- Refer On**
- Refer to IP optometrist
- Refer to OCT optometrist
- Urgent Referral to HES
- Referral to HES for advice & guidance
- Routine Referral to HES
- Referral to GP (General Health)
- Refer to other CUES practice (unable to see within 48 hours)

- See at practice**
- Face to Face at this practice
- OCT at this practice
- IP assessment at this practice

- Follow Up**
- Self-care advice and follow-up arranged
- Therapeutic recommendation and follow-up arranged



If a face-to-face appointment is indicated as a result of the telemedicine appointment (remote consultation), the possible outcomes are shown below:

Please note that an OCT appointment should be claimed for ONLY when the patient presents with suspected macula symptoms. You may wish to carry out an OCT in circumstances other than this, but this cannot be claimed under CUES so a “standard” F2F appointment should be selected.

Please select the outcome of the assessment *

Select one

Discharge

- Discharge with self-care advice
- Discharge with advice
- Discharge - no pathology identified
- Discharged with therapeutic recommendation
- Defer referral - arrange to see in 4-6 months
- Discharge after foreign body removal
- Discharge after epilation

Refer On

- Refer to IP optometrist
- Refer to OCT optometrist
- Urgent Referral to HES
- Referral to HES for advice & guidance
- Routine Referral to HES
- Referral to GP (General Health)
- Refer to other CUES practice (unable to see within 48 hours)

See at practice

- Face to Face at this practice
- OCT at this practice
- IP assessment at this practice

Follow Up

- Self-care advice and follow-up arranged
- Therapeutic recommendation and follow-up arranged