Patient Referral Process

Specialist & Referral Services

DENTIST JOURNEY | **PATIENT JOURNEY**

Dentist refers patient to referral practice via submitted referral form

Patient is contacted by Referral Practice to arrange an appointment

INFORM DENTIST → Receive receipt of referral and confirmation of appointment booking

Appointment booking confirmation sent to patient

INFORM DENTIST → Appointment booking confirmation sent to Dentist

Patient receive a courtesy call before consultation an appointment

Receive full consultation with Comprehensive Treatment Plan

INFORM DENTIST → Receive notification of Treatment Plan

Is any treatment required prior to Specialist Treatment?

YES → **PATIENT SENT BACK TO DENTIST**

Dentist to complete any addition work required prior to specialist treatment

NO → Discuss further with treatment plan. Patient has option to opt-out

PATIENT SENT BACK TO REFERRAL PROCESS

Authorised consent for treatment to progress by patient

Treatment starts

INFORM DENTIST → Dentist is informed of treatment progress

Treatment complete Patient discharged

Patient provided with after-care treatment advice

INFORM DENTIST → Dentist is informed of patient after-care advice

Patient sent back to the care of their dentist. Confirmation letter provided

INFORM DENTIST → Dentist receive copy of patient discharge confirmation letter

YOUR FIRST CHOICE FOR DENTAL CARE