



Guidelines for Referral of Ophthalmology cases to Al- Nahdha Hospital from Regional Hospitals and Polyclinics through Al- Shifa e- referral system

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Approval Process					
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Acronyms:

HOD	Head of Department
SQUH	Sultan Qaboos University Hospital
AFH	Armed Force Hospital
ROP	Royal Oman Police
SPC	Seeb Polyclinic
BPC	Bowsher Polyclinic



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1. Introduction

The Department of Ophthalmology in Al Nahdha Hospital is rated the top ophthalmology tertiary center in Oman in the delivery of patient care. Our most fundamental function is to serve the community through patient care. As we see patients daily by referral, our primary goal is to offer them quality care and provide needed information to the referring doctors as soon as possible so that patients may return to their care.

2. Scope

The content of this policy is applied to:

- 2.1 All the Ophthalmologists of Al Nahdha Hospital who are directly involved in responding to the electronic referrals in Al Shifa system.
- 2.2 All the referring Ophthalmologists from Regional hospitals, polyclinics and other tertiary Ophthalmology centers in Muscat region.
- 2.3 Concerned medical record staff involved in giving appointments in Ophthalmology Department at Al Nahdha Hospital.

3. Purpose

Since we are the main center for receiving ophthalmological referrals from all over Oman, the purpose of this policy is:

- 3.1 Improving the referral pathways between Al Nahdha Hospital and other referring centers being regional hospitals, polyclinics or other tertiary eyes centers in Muscat region.
- 3.2 Ensuring that patients who requires tertiary ophthalmological care receives the proper and needed care at Al Nahdha Hospital promptly and on time.
- 3.3 Controlling the number of patients seen in Ophthalmology clinics of Al Nahdha Hospital.



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4. Procedure

The following information must be included in the electronic referral notes in Al Shifa system. The referral should be rejected if the information below is not provided.

4.1 Referred Sub – Specialty:

Since we don't have any general Ophthalmology clinics, it is mandatory to mention the subspecialty in the referral notes. The following are the subspecialty clinics in our Ophthalmology Department:

4.1.1 Anterior Segment.

4.1.2 Glaucoma.

4.1.3 Pediatric Ophthalmology.

4.1.4 Retina.

4.1.5 Neuro-Ophthalmology.

4.1.6 Oculoplasty.

4.1.7 Ocular Investigation (patients referred to Ocular Investigations will not be seen by Ophthalmologists at Al Nahdha. They will be sent back with Ocular investigations only. The patient should know this fact before sending).

4.2 Reason for Referral:

4.2.1 This should be clearly mentioned and valid.

4.2.2 Cases referred for social reason will be rejected as we don't have the capacity to accommodate such cases.

4.2.3 To mention Al- Nahdha Hospital patient's ID number if it is available.

4.3 Type of referral:

It is mandatory to mention clearly the type of referral otherwise it will be treated as routine referral.

4.3.1 Routine referral (4 – 6 months) – Appointment will be given by Medical Record Department if it match all criteria of referral as mentioned.

4.3.2 Urgent referral (within 1 month) – This referral will be reviewed by concerned subspecialty Consultant / Sr. Specialist and appointment will be arranged depending on the urgency of the case.

N.B. Early referral is 2 – 3 months.



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4.3.3 Emergency referral – kindly note that this type of cases should be discussed by senior most on call Ophthalmologist from referred institute with Al Nahdha Hospital 3rd or 4th on call. Patient can be sent to Al Nahdha after approval from on call team with referral letter clearly mentioning the name of the accepting doctor.

4.4 All referred case (routine or urgent) should be discussed with available senior most Ophthalmologist at the referred hospital/polyclinics before sending the electronic referral to Al Nahdha Hospital. The name of senior most Ophthalmologist has to be mentioned clearly in the referral letter.

4.5 List of Referring Hospitals

Here is the list of the hospitals and polyclinics we accept referral from:

4.5.1 Regional hospitals:

- 4.5.1.1 Sohar.
- 4.5.1.2 Rustaq.
- 4.5.1.3 Ibri.
- 4.5.1.4 Al Buraimi.
- 4.5.1.5 Nizwa.
- 4.5.1.6 Ibra.
- 4.5.1.7 Sur.
- 4.5.1.8 Salalah.

4.5.2 Polyclinics:

- 4.5.2.1 Seeb.
- 4.5.2.2 Bawsher.
- 4.5.2.3 Quriyyat.
- 4.5.2.4 Musandam.
- 4.5.2.5 Musairah.

4.5.3 Tertiary Hospitals:

- 4.5.3.1 Diwan.
- 4.5.3.2 SQUH.
- 4.5.3.3 AFH.
- 4.5.3.4 P.S. ROP hospital should refer to SPC and BPC or to the regional hospitals if the patient is from the region.



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4.5.4 Private hospitals / clinic:

Please refer to our list of cases that are accepted from the private institutes in Al Shifa System.

4.6 Instructions:

- 4.6.1 Appointments for routine cases should be given within 4 – 6 months.
- 4.6.2 Please follow the following steps when answering a referral request:
 - 4.6.2.1 Check referring center to exclude the centers where referrals are not accepted.
 - 4.6.2.2 Age of the patient (adult or pediatric) to give appointment in clinic accordingly.
 - 4.6.2.3 What subspecialty the referral is made to because we don't have general ophthalmology clinic therefore specific clinic name must be mentioned.
 - 4.6.2.4 If the referral is countersigned by a senior ophthalmologist (supervisor or HOD).



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5. Document History and Version Control

Document History and Version Control			
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01	Initial Release	Dr. Farida Al- Balushi	June/ 2024
		Dr. Rikin Shah	
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Written by		Reviewed by	Approved by
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