

Dental Triage

User Quick Guide

This guide contains a step by step guide to using the Dental Triage system to manage communications between healthcare professionals around dental care.

Logging in for the first time

New users can register on the system using their NHS.net email address. Users without an NHS.net email address may also use the system, but will need to be manually approved by the administrative team. Please allow 24 hours to complete approvals.

Adding a new practice

Once logged in, users will be able to enter a practice or centre using the ODS code. Each practice will have a bespoke dashboard with all of the submitted and received referrals accessible in one place. Each practice or centre will have a nominated admin team member who can add and revoke rights to access the centre dashboard.

Once approved by their nominated admin, they will be able to refer and receive referrals in that centre.

Referring a patient

To refer a patient click 'Submit referral' and choose the relevant referral form, and the Region, based on the patient's location. Complete all of the mandatory fields, and upload any images, Xrays or relevant documents. Once submitted, you will see the referral and it's status in the dashboard.

Checking the status of a referral

To check the status of a referral log into your practice dashboard either as a referrer or provider, depending on whether you referred that patient, or saw them as a specialist. If you know the referral ID or the patient name you can search in the portal for your referral. You will be able to see the entire episode of care up to that point

Accepting a referral as a provider

Log in to your provider dashboard and select the practice you are working in. Referrals pending acceptance can be found in 'pending triage'. Accept or reject the referral by clicking on the 'action' button. If you accept the referral you must confirm the time and date of the appointment with the patient.

Rejecting a referral as a provider

If the referral is incomplete or inappropriate users can reject the referral. Rejected referrals are returned to the CTS for urgent review, and may be returned to the referrer for additional information, or re-directed to alternative providers.

Completing consultation notes

Once accepted, a referral will sit in the provider portal under the 'appointment scheduled' tab. To complete the referral notes click 'action' and complete the summary of the consultation.