

# TRAK CHANGES – Referrals to Medical Microbiology at St John’s Hospital – 17/06/2025

## What is happening?

We are undertaking a pilot of TRAK referrals to Medical Microbiology at SJH only. This is in place of the current clinical microbiology advice telephone service for non-urgent queries. SJH inpatients should now be referred to Microbiology via Trak (Mon to Fri between 0900 and 1630).

The referrer can make a referral via the **Clinical Menu >> Make Referral** menu item. Please note this does NOT currently apply to other sites; if the pilot is successful, we will issue further communications regarding a wider roll-out in due course.

## Specialities in scope & referrals available:

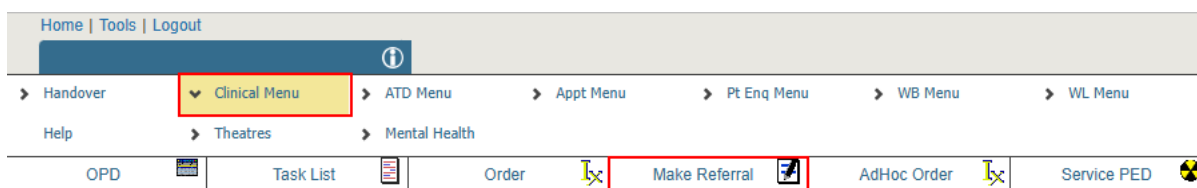
Specialty	Referrals available	Sites available	Locations
Medical Microbiology	Medical Microbiology Referral - SJH	St John’s Hospital at Howden	All inpatient wards and the emergency department

## NOT in scope:

- All other sites (e.g. RIE, WGH, RHCYP, DCN)
- Emergency/Urgent referrals. For these referrals please continue to call using 63373 (option 4 then option 2 for SJH)
- Referrals out of hours (Mon-Fri 1700-0900, weekends or public holidays). For these referrals continue to contact the on-call Medical Microbiologist using:
  - 63373 (09:00-16:00)
  - Switchboard (16:00-09:00)
- Outpatient referrals
- GP referrals
- Referrals from outside NHS Lothian
- Other infection specialties, e.g. Virology, Infectious Diseases, Infection Prevention and Control

## To place a referral:

Select **Patient from floorplan or via Patient Enquiry** > select **Clinical Menu** > select **Make Referral**:



If the required referral option is available in the “Other Orders / Referrals” menu please select from there. Otherwise look up manually as follows:

- **Category:** Referral to Service
- **Sub Category:** Medical Microbiology Referral
- **Order Item:** Medical Microbiology Referral

Urology

Notify referral feedback to additional clinician  Flagged ☐

Category  Sub Category  Order Item

Other Orders / Referrals	Order Sets
Diabetes Referral - Acute Presentation Review	Admission bloods RIE
Diabetes Referral - Advice	Admission bloods urology WGH
Diabetes Referral - Insulin Review	Admission bloods urology WGH

Description

Medical Microbiology Referral

websys.LookupList 0.005088 (secs), 29508 (lines), 1476 (globals) >>

On the right side of the screen, an Alert will display with guidance when placing referrals. This guidance will contain information on where commonly asked queries will be addressed. Select the red **Alerts** box which holds the **Guidance**:

Alerts

1

Medical Microbiology Referral DSS Message

OEOrder.Entry.Alert 0.010227 (secs), 28643 (lines), 1424 (globals) >>

Options

Help

Order Set View ☐

Questionnaire	Order Item and Details	Delete
Referral to Service		
Medical Microbiology Referral		
Start Date: <input type="text"/>		

OEOrder.Entry.List 0.011023 (secs), 47214 (lines), 1993 (globals) >>

Confirm understanding of referral guidance by selecting the **tick box** > **Update Alerts**:

Reason for Override

☐ **Update Alerts** **Cancel Items**

Select All ☐

Select	Order Item and Details	Full Message
<input type="checkbox"/>		<p>If your referral is urgent (severely unwell/deteriorating patient; patient in theatre; Resus patient) please phone. For information on how to contact us by phone, see: <a href="#">Microbiology   Right Decisions</a></p> <p>TRAK referrals should only be submitted on normal week days, for weekends and public holidays please phone 63373 or via switchboard out of hours.</p> <p>Please review the following before completing a referral:</p> <ol style="list-style-type: none"> <li>Guidance on empirical antimicrobial treatment, recommended investigations and IVOS options, see: <ul style="list-style-type: none"> <li>For adults: <a href="#">Antimicrobial Prescribing Guidelines (Adult)</a></li> <li>For children and Young People: <a href="#">Antimicrobial Guidelines for Children and Young People</a></li> </ul> </li> <li>Guidance on all diagnostic tests including how to request, turnaround time, specimen requirements: <a href="#">Edinburgh Lab Med</a></li> <li>For Infectious diseases guidelines including OPAT referrals, see <a href="#">Infectious diseases   Right Decisions</a></li> <li>For contacting Virology, see <a href="#">Virology   Right Decisions</a></li> <li>For IPC, see <a href="#">Infection Prevention and Control   Right Decisions</a></li> <li>Please check TRAK clinical notes for previous infection advice. Type "Infection Service" into the "completed by" search bar to find these.</li> </ol> <p>TRAK referrals submitted with incomplete information or without using the template, will be marked as "discontinued" and a further referral should be completed.</p> <p>Referrals will be responded to within the same working day if submitted before 4pm.</p>
<input checked="" type="checkbox"/>	Medical Microbiology Referral	

Referral alert is now removed > select the **Questionnaire** Icon:

Alerts

OEOrder.Entry.Alert 0.011112 (secs), 28327 (lines), 1412 (globals) >>

Options

Help

Order Set View ☐

Questionnaire	Order Item and Details	Delete
Referral to Service		
Medical Microbiology Referral		
Start Date: <input type="text"/>		

OEOrder.Entry.List 0.012437 (secs), 47214 (lines), 1975 (globals) >>

Complete mandatory **Referral Questionnaire** (there is access to the patients EPR on this screen if required Incomplete referrals will not be accepted) > **Update**:

**REFERRAL QUESTIONNAIRE**

Referral Medical Microbiology Referral

Reason for referral

REFERRER DETAILS

Please confirm that your question cannot be answered by the relevant guidelines »  
 If patient previously discussed with an infection specialist please state date and with whom (ID/Micro/virology) »  
 Date of admission/clinic attendance »

CLINICAL INFORMATION

What is the question for clinical microbiology? »

Clinical history (including any recent surgery) »  
 Past Medical History »  
 Travel history including any recent hospital admission abroad »  
 Current NEWS and significant examination findings »  
 Significant investigation results »  
 Antimicrobial history (current, recent, and prophylactic antimicrobials. Include name, route, dose and start + stop date) »  
 Drug Allergies (It is critical to include the nature of antimicrobial allergies) »  
 Current clinical impression/diagnosis »

Clinical information

REFERRER DETAILS

Referrer Name »  
 Referrer Contact Number »  
 Grade of the referrer » Consultant / Medical staff / FY1 / FY2 / Physicians Associate / ANP / Other  
 If 'Other' specify »

If the referrer grade is below ST3 answer the following questions  
 Name of senior colleague discussed with »  
 Grade of senior colleague discussed with » Consultant / Medical staff / FY1 / FY2 / Physicians Associate / ANP / Other  
 If 'Other' specify »

Type of referral

Reason questionnaire excluded

User CH263

Update

Edit History

Last Update User  
 Last Update Date  
 Last Update Time

Receiving team only

Overview / Progress  
 Discharge Letter / Meds  
 Observations / Measurements  
 Growth Chart  
 NEWS (Adults Only)  
 PEWS (0 – 16 years)  
 Social Summary  
 KIS / Patient preferences / Co  
 Allergies / Alerts / Risks  
 Clinical History  
 SCI Store  
 SCI-Diabetes  
 LSA  
 Medication and Immunisation  
 Cognition / Communication

OPPerson.Banner 0.009277 (secs), 63192 (lines),  
 opx.Tabs.Side 0.295444 (secs), 1144075 (lines),  
 128080 (globals) >>




The **Questionnaire Icon** is now Ticked > select **Update**:

**Alerts**

OEOrder.Entry.Alert 0.004387 (secs), 28327 (lines), 1416 (globals) >>

Options Help

Order Set View ☐

Questionnaire	Order Item and Details	Delete
	<b>Referral to Service</b> <b>Medical Microbiology Referral</b> Start Date: 	

OEOrder.Entry.List 0.014066 (secs), 46895 (lines), 1984 (globals) >>

Follow the Order Entry Questions instructions:

- To access to the referral questionnaire, select the Order Name hyperlink.
- To access the referral guidance, select the Alerts Message hyperlink.

Select **The Answer to Question** lookup > select **Yes** > **Password** and **Update**:

Order Name	Guidance	Order Status	Start Date	Start Time	Ordering Clinician	Flagged	CC
<a href="#">Medical Microbiology Referral</a>		Inactive	27/05/2025	14:18		X	

OEOrdItem.ListEMR 0.015929 (secs), 81022 (lines), 4018 (globals) >>

### Order Entry Questions

Question	The Answer to Question:
Have you created the Referral Questionnaire? If not, follow hyperlink under Order Name	

OEOrderQuestion 0.002326 (secs), 8158 (lines), 317 (globals) >>

User C

Password

Items

Yes

websites.LookupList 0.001467 (secs), 12764 (lines), 506 (globals) >>

Update

OEOrderSummaryScreen 0.002480 (secs), 7358 (lines), 97 (globals) >>

> The referral has now been placed

To check progress of the referral:

To check **Referral status** > select patient from ward floorplan > **EPR**:

Home | Tools | Logout

Handover > Clinical Menu > ATD Menu > Appt Menu > Pt Enq Menu > WB Menu

Death Certification > EPR Menu > Results > Caseload > **EPR** > Help

Go to **Referrals** tab:

Overview / Progress	Consultation List	Ward Round / Review	Correspondence	Clinical Notes	Significant Information
Discharge Letter / Meds	Search Documentation	Care Planning	Questionnaires	<b>Referrals</b>	Clinical Audit / QI
Observations / Measurements	▼ Consultation List New				

Under the 'Referrals' section , the **Order Status** confirms the Referral is placed (Ordered)

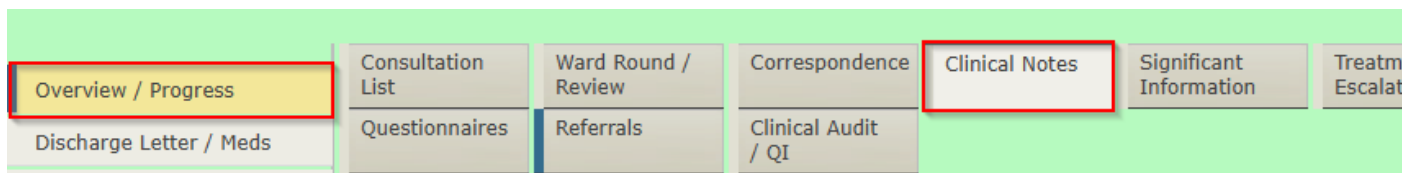
▼ Referrals							
Admin				Print			
Select	Order Name	Questionnaire	Order Status	▲ Date Referred	Referring Clinician	Episode Number	Edit
<input type="checkbox"/>	<a href="#">Medical Microbiology Referral</a>	<a href="#">Referral Questionnaire</a>	Ord				
<input type="checkbox"/>	<a href="#">Medical Microbiology Referral</a>	<a href="#">Referral Questionnaire</a>	Com				

The receiving team will review these referrals via a workbench - when the patient has been triaged the **Order Status** will be changed depending on the outcome of the triage. The statuses that will be used are as follows:

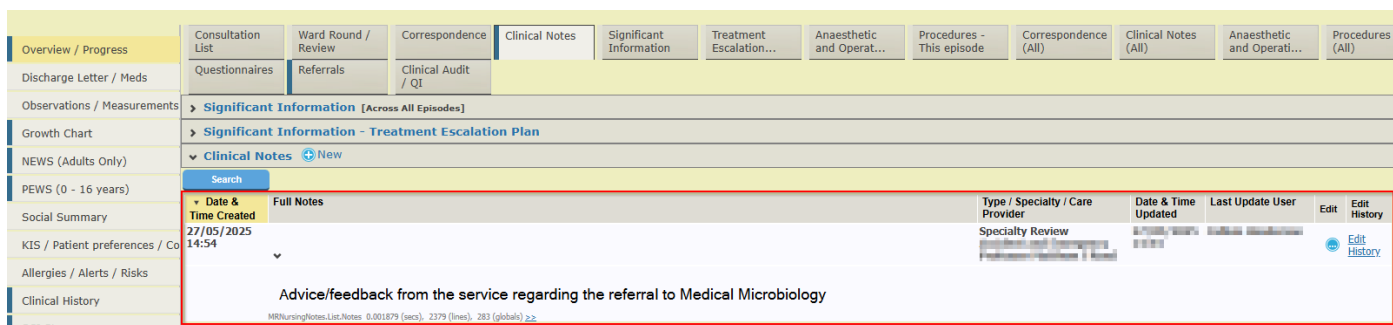
Status	Description
Ordered	New / hasn't been triaged
Completed	Complete / advice or information is due to be provided
Discontinued	No longer relevant / cancelled
On Hold	In progress / on hold / not completed

Advice/Feedback from the service

To review any feedback or advice from the service you referred to, go to **EPR > Overview / Progress > Clinical Notes**.



Under the 'Clinical Notes' section, you will find any advice/feedback from the service regarding the referral.



Alternatively, the medical microbiology team will respond to referrals by telephoning the provided contact number

### **When is it happening?**

The change will come into effect on **17/06/2025**

### **Who will it affect?**

All clinical users referring to the above specialties and the receiving teams for the above specialties.

Kind regards,

Trak Projects Team