

I INTRODUCTION

1.1 Purpose

Centre for Eye Health ('CFEH' or 'the Centre') presents these terms and conditions with the expectation that observance of these terms and conditions will contribute to more effective client care and greater satisfaction for the patient, referrer and the Centre. Moreover, CFEH will support referring practitioners as an integral part of our clinical services.

1.2 Scope of Practice

The Centre is a referral service providing advanced eye imaging and visual assessment services. CFEH will ensure that the expertise and skills required to perform the tests are suitable and data is collected according to set protocols. In all cases, communication with the referring practitioner will be our key focal point.

The Centre's two distinct services are:

- i. The *Imaging and Visual Function* service for optometrists and ophthalmologists that provides access to results from any of the instruments available at the Centre. The report is purely an interpretation of the images alone and is designed to provide information to assist with patient management.
- ii. The *Ocular Condition Assessment* service for optometrists that provides in-depth analysis related to a suspected underlying condition, which may involve consultation with one of the Centre's consultant ophthalmologists. Treatment will **not** however be initiated and a second opinion on current treatment will not be provided.

2 CFEH

2.1 Standard Procedures

- i. CFEH will not undertake full eye examinations or routine visual field assessment.
- ii. All tests conducted at CFEH are routine clinical tests and do not involve experimental procedures.
- iii. Only optometrists and ophthalmologists registered with CFEH can refer patients to the Centre.
- iv. The Centre will not accept referrals from optometrists for patients currently under ophthalmological care, unless it is for a different condition or the optometrist has already consulted with the treating ophthalmologist.
- v. CFEH will only obtain a medical history when conducting an *Ocular Condition Assessment*.
- vi. CFEH will provide a test review and report for the *Imaging and Visual Function* service and a more detailed analysis for the *Ocular Condition Assessment* service.
- vii. UNSW students may observe the consultation.
- viii. The requested testing may require pupil dilatation.
- ix. CFEH reserves the right to de-register a practitioner if they are found to be in breach of the terms and conditions laid out in this document.
- x. CFEH services are fully funded by Guide Dogs NSW/ACT.
- xi. CFEH follows The University of New South Wales policies and procedures relating to research and publication.

2.2 Patient Management

- i. Patient management always remains with the referring practitioner.
- ii. CFEH should not be regarded as a referral service for acute and/ or urgent conditions. On the rare occasion that the condition requires urgent treatment, an appropriate action plan will be formulated in consultation with the referring practitioner.
- iii. CFEH does not initiate or provide treatment.
- iv. CFEH may request an opinion from a consultant ophthalmologist, engaged through South Eastern Sydney Illawarra Area Health Service (SESAHS), if required.

2.3 Contact with Referrer

- i. CFEH may need to contact the referring practitioner for further information.
- ii. If an urgent situation arises and the referring practitioner cannot be contacted, CFEH reserves the right to initiate a management plan.
- iii. Reports or discussion of results will not be communicated to the patient. Reports will be sent to the referring practitioner within five business days.

3 REFERRING

3.1 Referral Process

- i. Referring practitioners must ensure their patient has had a full eye examination within the last six months.
- ii. Referring practitioners must ensure all information on the CFEH Referral Form is correct and complete, otherwise they cannot be processed.
- iii. Referring practitioners must return the completed and signed Referral Form to CFEH by fax.
- iv. Referring practitioners must provide the patient with the Client Referral Information card as well as information on why the patient is being referred to CFEH.
- v. Referring practitioners have the right to de-register with CFEH and this can be done by contacting the Executive Officer at the Centre.

3.2 Patient Management

- i. Patient management remains the responsibility of the referring practitioner and CFEH should be regarded as a resource to aid in the management of patients.
- ii. CFEH does not bill Medicare or the client for its services.
- iii. Referring practitioners should understand that a management recommendation cannot be made based on single test results alone.
- iv. Referring practitioners must ensure their patient returns to them for continuing care once CFEH reports have been received.
- v. Referring practitioners must ensure that timely treatment of ocular conditions is not adversely delayed by referral to the Centre.

3.3 Exceptional Cases

- i. If symptoms or ocular findings unrelated to the original referral are noted at the time of CFEH consultation, the referring practitioner will be informed and it is then their responsibility to manage the patient appropriately.
- ii. If a consultant ophthalmologist opinion is sought, the referred individual will be registered with SESAHS.

3.4 Contact with CFEH

- i. Registered practitioners will receive information concerning changes to CFEH services and protocols as well as information on relevant opportunities.
- ii. Registered practitioners can contact CFEH with regard to any information required regarding its services.
- iii. Registered practitioners will be required to notify CFEH of any change to their registration details (such as name, address and phone number).

3.5 Copyright

- i. Images distributed in the client reports are the copyright of CFEH.
- ii. Distribution or reproduction of part or all of these images in any form is prohibited, except for on-referral to another health-care practitioner and/or where prior approval has been given by the Centre.
- iii. CFEH must be acknowledged as the source of the images.