**Clinical Pharmacology Multidisciplinary Ambulatory Consulting Service (MACS) Clinic** [x]  **RAH** [ ]  **TQEH**

**Updated:** 05/06/2025

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| **Referrals will be collected through E-Referral (SRMS), M60 and Fax (08 8429 6070) and email: Health.CALHNClinicalPharmacologyMACS@sa.gov.au****Clinical Triage of referrals will be undertaken weekly by the Medical Staff (Clinical Pharmacology HOU, Consultants and/or Registrar).** **Enquiries can be made to the Administrative Officer at Health.CALHNClinicalPharmacologyMACS@sa.gov.au** |
| **Management of Referrals:** * All referrals are managed in the eReferral system and uploaded by the Outpatient Hub team.
* All new named and un-named referrals are to be triaged according to the Clinical Urgency Category timeframes.
* All referrals are managed by the Clinical Pharmacology Team with documentation of triage outcomes in the eReferral system and EMR. Correspondence from EMR is sent to the referring clinician.
* Appointments are made and managed by the Clinical Pharmacology Administrative Officer.
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| **NEW referral - Clinical Urgency Category:** |
| [ ]  | [ ]  **Category 1** < 4 weeks  |
| [ ]  **Category 2 semi urgent** < 90 days  | [ ]  **Category 3** > 90 Days |
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| **Appointment Scheduling Rules:** |
| 1. **Appointment Lead Time**
* Appointments must be booked at least 24 hours in advance.
* Urgent appointments can be booked on the same day but require approval.
1. **Slot Allocation**
* Each Medical Officer has 2x 60 minute slots per session available for new or complex reviews
* Autonomic testing requires a 2 hour slot and 2 clinicians
* Patients see a Multidisciplinary team consisting of Medical, Nursing and Pharmacist on the day of their appointment which can take up to 2 hours in total
1. **Maximum Daily Bookings**
* Limit each physician to a maximum of 8 patients per session.
1. **Time Slot Duration**
* New patient appointments are 60 minutes.
* Each review appointment is 30 mins
1. **Patient Prioritization**
* Priority given to urgent cases based on triage
* There is no facility for rapid access appointments due to clinic room availability and staffing
1.  **Booking Restrictions**
* Only one appointment per patient per day is allowed.
* Patients cannot book more than two future appointments at a time.
* No overbookings – patients have to be moved off list if more urgent patient appointment is required – consultant discussion approval required.
* If a patient does not attend their appointment on more than one occasion, it is up to the discretion of the Physician to offer any further appointments. This decision should be documented and communicated to the patient and the referring clinician.
1.  **Special Requirements**
* Patients requiring interpreter services must be booked during interpreter availability hours.
* Booking for diagnostic tests must align with test lab working hours. If test results are required for the following review appointment ensure that these are booked accordingly and communicated with the patient. All imaging requests are to be sent to SAMI as per organisaitonal; direcit.
* Patients may choose to receive care privately from a specific clinician, subject to adherence to organizational policies. For patients opting for public care, referral renewals are not required, and they may be seen by any available clinician, including registrars.
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| **Specialty** | **EMR Resource ID** | **Tests required prior to booking** – service provider details |
| **Clinical Pharmacology (MACS)** |  | **As per the discretion of the triaging team**  |
| MACS LONG COVID | [insert EPAS resource ID] | As per referral form [LONG COVID referral form](https://www.rah.sa.gov.au/assets/general-downloads/Long-COVID-referral-form.pdf). |
| Transition Clients from WCH |  | **As per the discretion of the triaging team** |
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| **Clinic Cancellations and Staffing Protocols** |
| Clinics should be cancelled as far in advance as possible, following consultation with the Head of Unit (HOU). In cases of unplanned leave, such as illness, affected patients who are cancelled will be given priority for rebooking. When physicians are on leave, no clinics will be held on those days. The Administrative Officer is responsible for notifying the outpatient team to advise of the vacancy of clinic rooms on these occasions. Due to limited physician staffing, there is no provision for other clinicians to see these patients.Physicians may choose to cancel clinics if there is insufficient multidisciplinary support—including nursing, pharmacy, and administrative staff—to ensure efficient clinic workflow. In such cases, both the HOU and the Medical Lead must be notified promptly. |
| **Respect and Escalation Procedures** |
| **All staff members are entitled to a respectful working environment. Any concerns regarding interactions should be escalated to the HOU and the Consumer Engagement Team for appropriate management.****Similarly, consumers deserve to be treated with respect at all times. Should consumers have any feedback or concerns, these should also be directed to the HOU and the Consumer Engagement Team for review and action.** |

Developed by Dr. Angela Molga, HOU, Clinical Pharmacology. V1.0