

# Referrals and Recalls checklist

- You or your practice staff make urgent referral appointments for the patient and the details are recorded in the patient's file.
- Copies of referral letters are placed in the patient files.
- Decide which patients/conditions require tracking/recalls.
- Put in place a computerised or manual patient follow-up system to monitor referral compliance.
- Have a recall system that is actioned during the consultation process to initiate tracking.
- Allocate the responsibility of managing the recall mail out system.
- Staff are trained to ensure that attempts to contact or follow up patients are documented in patient files.
- Any patient scheduled for a recall appointment is appropriately identified in the appointment schedule to highlight the importance of the recall appointment.