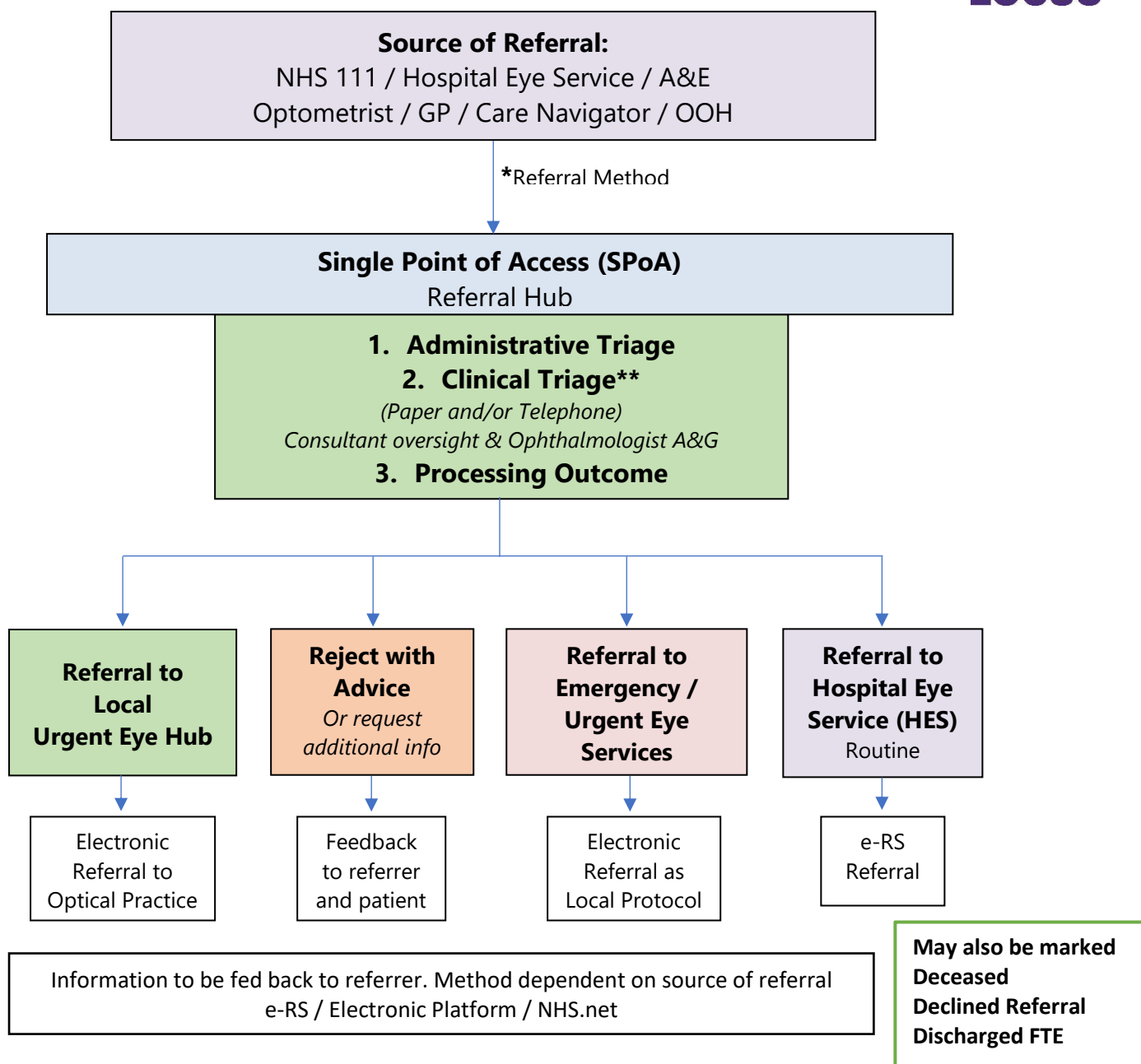


# Single Point of Access



## In the context of COVID restrictions:

- SPOA to screen patients for COVID symptoms/ those at risk and in self isolation
- Telephone/video capability used initially during triage or in extended services within Urgent Eye Hub
- Where appropriate referral to emergency eye services with the appropriate isolation unit facilities.
- Where possible self-care guidance will be provided to patients where telephone triage is carried out - minimising unnecessary demand in services.

**\*Referral method:** e-RS / NHS.net / Electronic Platform / Paper

**\*\*Clinical Triage:**

- Network of experienced optometrists with consultant leadership and ophthalmologist advice and guidance for optometrist triagers.
- To be bypassed where unnecessary - i.e. the referral came from an extended service that requires onward referral to Hospital Eye Services.