

Steps in processing referrals at Pacific Hematology, Victoria

Step 1 - Screening

- Please send the electronic medical record-generated referral letter, including lab work, to our office. We do not have a specific referral form.
- When we receive the referral, the Pacific Hematology office staff reviews the referral for accuracy and completeness. You will receive the confirmation of referral receipt by fax within three business days.
- We prefer you not to request a specific hematologist unless there is a patient-specific issue, or it is for a second opinion.
- If the referring clinician did not request a specific hematologist, our office staff will forward it to the hematologist sequentially for triaging.
- If you request a specific hematologist, we will endeavour to schedule the appointment with the specific hematologist, subject to availability.

Step 2 - Triaging

- The assigned hematologist will review the referral and request pre-consultation lab work and imaging.
- The office staff will coordinate the pre-consultation investigations.
- If the referral is more appropriate for the BC Cancer Oncology group, we will forward the referral to the New Patient Department at BC Cancer and notify you.
- We expect that you will inform the patient that they will be assessed by the BC Cancer hematologist/oncologist.

Step 3 - Appointment/Waitlist Notification

- Patients will receive a letter or electronic notification of their appointment details with the requisition of pre-consultation blood work.
- We will notify your office of the appointment.
- If the patient develops new or worsening symptoms or blood work and you are concerned that the appointment is not timely for their needs, please resend the referral stating the concerns with updated investigations to expedite the appointment.
- We are also available on the RACE line to discuss the case.

We understand that referrals can be a time-consuming and complicated process. That is why we strive to make the process as efficient and straightforward as possible. If you have any questions about referrals, please do not hesitate to contact our office.