

Kelowna Otolaryngology Referral Form

Physician Only Phone (250) 212-9003 Fax (855) 457-4327 Email: info@entegrity.ca Website: entegrity.ca

URGENCY GUIDELINES

Level 4	When consultation is required on patients with stable condition or for a second opinion.
Level 3	Conditions in which immediate treatment is not necessary but a short delay will not negatively affect treatment outcomes.
Level 2	Conditions which do not require immediate treatment but DO REQUIRE PROMPT EVALUATION.
Level 1	Where treatment is critical for the immediate management of the patient. The patient should be sent to the Emergency Department

Upon review, receipt of referral will be confirmed via fax to referring physician's office. An approximate wait for the appointment will be indicated. Patients will be contacted by surgeon's office to schedule appointment.

URGENCY EXAMPLES

URGENCY LEVELS: If unsure, call triage centre		
<p>LEVEL 4</p> <ul style="list-style-type: none"> ▪ Chronic sinusitis or rhinitis ▪ Septal deviation with nasal obstruction ▪ Chronic tonsillitis/adenoiditis ▪ Minor epistaxis ▪ Throat irritation if no malignancy suspected ▪ Hearing loss/tinnitus ▪ Peripheral (non-central nervous system) vertigo/dizziness ▪ Reflux / dysphagia ▪ Chronic cough ▪ Other otolaryngology problems 	<p>LEVEL 3</p> <ul style="list-style-type: none"> ▪ Neck masses not suspicious for malignancy ▪ Non-melanoma skin cancer ▪ Upper airways problem ▪ Hoarseness, if rapidly progressive, or associated with dysphagia & present > 4 weeks, especially in smokers ▪ Chronic draining ear 	<p>LEVEL 2</p> <ul style="list-style-type: none"> ▪ Acute ENT infections not responding to appropriate medical therapy ▪ Complicated acute otitis media (e.g., facial paralysis, vertigo) ▪ Sudden sensorineural hearing loss ▪ Sudden facial paralysis (not CNS related) ▪ Nasal or ear foreign bodies other than batteries ▪ Isolated nasal fracture; no hematoma ▪ Referral for cancer (positive biopsy or highly suspicious lesion), EXCLUDING non-melanoma skin cancer ▪ Lesion highly suspicious for malignancy (excluding non-melanoma skin cancer) ▪ Positive biopsy for malignancy (excluding non-melanoma skin cancer) ▪ Obstructive salivary duct
<p>LEVEL 1 – EMERGENCY:</p> <ul style="list-style-type: none"> • Head or neck abscesses or hematoma • Severe or persistent epistaxis • Post tonsillectomy hemorrhage • Stridor or rapidly progressive airway obstruction • Hoarseness associated with trauma or surgery • Airway foreign body • Battery foreign body <p>Phone 250-212-9003 during office hours. For after-hours assistance phone Otolaryngologist on call.</p>		