

# Welcome to November 2024 EeRS Update

## EeRS is now live for all practices in Walsall.

We're excited to announce that EeRS is now live across all practices in Walsall. A huge thank you to all the Walsall practices that have implemented EeRS and are actively making referrals through Cinapsis. With almost 96% practice engagement, this is a fantastic achievement!

The following hospitals are fully integrated and live on the Cinapsis EeRS platform:

- Walsall
- Wolverhampton
- Sandwell (BMEC)
- Russells Hall

If your practice is onboarded but you haven't yet made your first referral and need guidance, please refer to the help section in [Cinapsis Support](#).

**A Note for Contractors and Practice Managers** Ensure that all optometrists in your practice, including locums, have clinical access to Cinapsis from their start date. When enrolling a new optometrist as a PCSE user, remember to grant them Cinapsis clinical access at the same time.

Additionally, you can grant registered dispensing opticians and contact lens fitters access to make referrals within their scope of practice.

## Thank you for your continued efforts and support in improving patient care through the EeRS initiative!

All practices should use **Cinapsis EeRS** as their first choice for Eyecare referrals.

Each Hospital has its own menu of services, so please ensure you familiarise yourself with each hospital protocols and options tabs.

Select a provider organisation



-  Sandwell and West Birmingham Hospitals NHS Trust (BMEC)
-  The Dudley Group NHS Foundation Trust
-  The Royal Wolverhampton NHS Trust
-  WALSALL HEALTHCARE NHS TRUST

### **BMEC Emergency Eye Clinic Referrals via Cinapsis EeRS**

BMEC now offers an "Emergency Referrals" option through Cinapsis, which should be your primary method for referring any genuine ophthalmic emergencies. The information you submit is sent directly to the Emergency Department, and patients are instructed to go immediately to the BMEC Emergency Department. Phone calls are only necessary if you are referring outside of working hours.



**DICTATION** – Cinapsis dictation is now live. Simply press on the microphone symbol to use the dictation service where it displays on your referral forms.

**Can I print a Referral from Cinapsis?** Yes. The best way to print a referral is to first download the referral by clicking the Download Case Report button (found in the top right-hand corner) of the referral. Once downloaded, you can open it as a PDF Document and download it from there.

**Need help with referral via Cynapsis?** click on the support logo  on bottom right of any Cinapsis screen and type in your question.

### **What's coming next?**

Independent Sector Providers [ISPs] will start to be available soon. Remember if your patient's preferred option is not showing you can refer to in the usual way.