

OPHTHALMIC SERVICES

1st May 2020

Urgent Eyecare Service: Important Update on Claim Process

Please read this carefully and share with all optometric/OMP staff providing urgent eyecare in your practice.

A new [Urgent Eyecare EForm](#) has been developed by BSO which **replaces** the Monthly Activity spreadsheet that was used to claim for urgent eyecare services provided during April.

All contractor practices are instructed to use the [EForm](#) to claim for any Urgent Eyecare services from 1st May. Claims should be submitted, at individual patient level, as and when they take place via the EForm.

The EForm can be accessed at and submitted from:

<https://fpsebusiness.hscni.net/ophthalmic-services-activity-recording-form/>

This is a public facing encrypted HSC website and you do not need a Cryptocard or access to the BSO secure portal to complete this application i.e. it can be completed securely via personal pc/laptop/tablet/iPad/smart phone (iPhone, android etc). For Pc's - any difficulties in the using the form you should simply use Microsoft Edge Browser.

Note: Claims for Urgent Care cannot be submitted on OCS and the NIPEARS claim process should not be used during the COVID 19 period, and until advised by HSCB/BSO.

Remote Urgent (Acute) Eyecare consultations may be provided by any optometrist/OMP. It should involve elements of a normal eye examination, except the tests and procedures provided in a face to face consultation.

Face to Face Urgent (Acute) Eyecare consultations may only be provided by an NIPEARS accredited optometrist/OMP in an NIPEARS listed practice.

Face to Face (Acute) Urgent Eyecare Follow Up consultations, whether following a remote consultation or a previous face to face consultation, require prior approval, requested by emailing to priorapproval.bso@hscni.net. An approval number will be provided and should be inserted on the claim form as indicated.

Clinical record keeping: For both Remote and Face to Face consultations the optometrist/OMP should ensure careful and clear recording of history, signs and symptoms, the diagnosis, and subsequent management or treatment plan. All advice

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and recommendations provided to the patient should also be clearly recorded in the patient's clinical record as usual.

Urgent Eye Care: Mandatory Requirement

It is a requirement of the Financial Support Scheme (FSS) that contractors are able to provide essential and/or urgent care and a fundamental component of this is timely access for patients to advice and care. All Contractors availing of the FSS and providing essential and urgent care **MUST** have appropriate business continuity arrangements in place to ensure that telephone calls to practices are managed and dealt with during normal business days and hours. This includes the diverting of calls, or an appropriate answer message (providing an alternative contact number), should the practice not be open. This will ensure that, during normal business hours, patients will have their query answered in a timely manner. **Should it be observed (either by formal or informal means) that a contractor is not facilitating accessible contact for patients/public then the financial support to that Contractor will be reviewed and the practice temporarily suspended from urgent care provision.**

If your practice is unable to provide the commitment to urgent care (remote or face to face) please contact ophthalmic.services@hscni.net

If you have a query, you can receive advice from the following people:

Janice McCrudden: janice.mccrudden@hscni.net

Fiona North: fiona.north@hscni.net

Margaret McMullan: margaret.mcullan@hscni.net

BSO Ophthalmic Services: gareth.drake@hscni.net
