



Integrated Care Gateway

Triage Follow-up/Appeals Guide

Ian Cooper
Senior Partner
ian.cooper@accenda.eu

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Document Control

Version History

Version	Date	Author	Description
0.1	11/06/2014	Ian Cooper	Initial draft
0.2	25/06/2014	Ian Cooper	Updated draft
1.0	09/12/2014	Ian Cooper	Release for review

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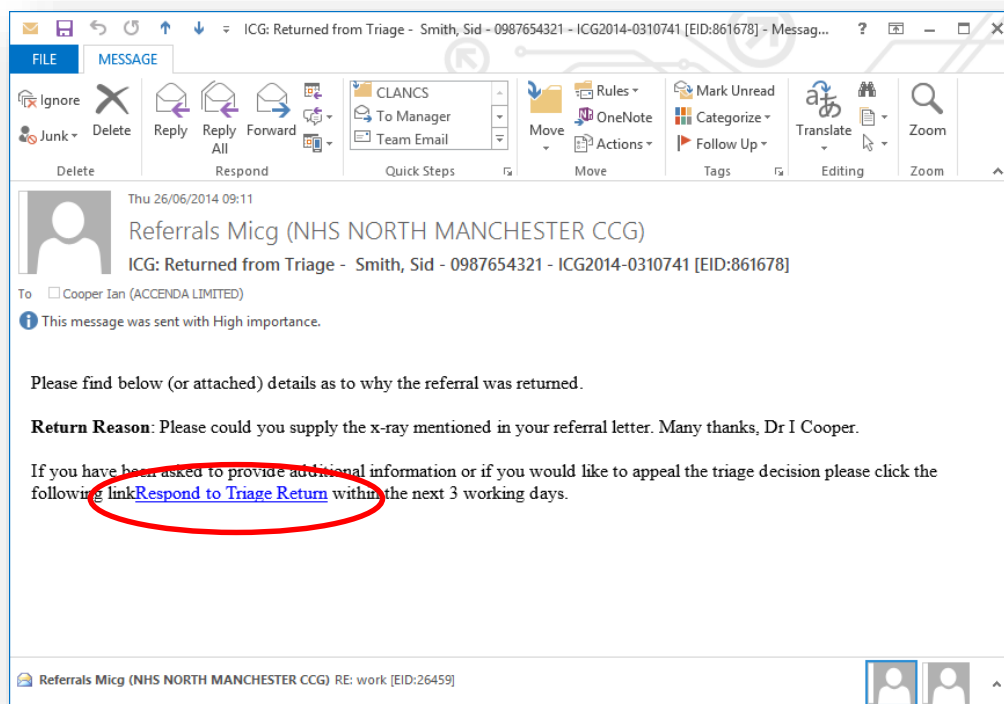
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Introduction

We've enhanced the Integrated Care Gateway® system to now allow GPs/Practice Staff to respond to the Triage Comments without the need to re-refer.

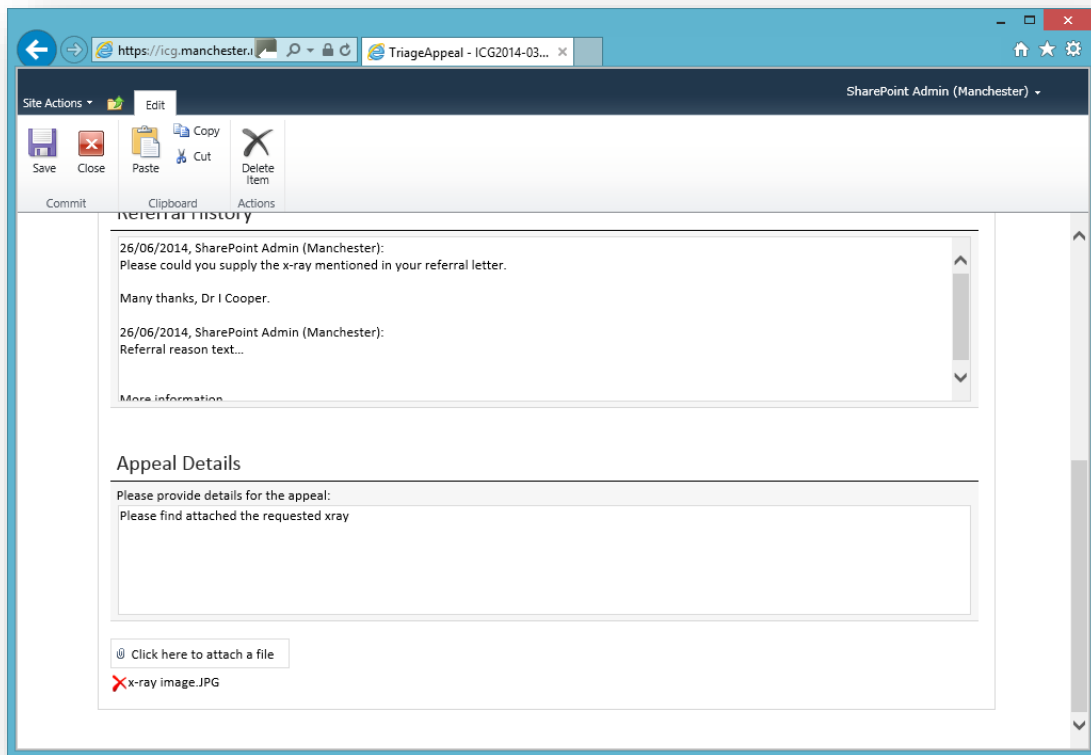
Steps to respond

1. Once you receive the "ICG: Return from Triage..." email into your practice generic NHSmail account, you will now see a new "Respond to Triage Return" link towards the bottom of the message:



NOTE: You have 5 working days from the date of the email in which to respond. After this point you would need to re-refer if you need to respond to the Triage decision.

2. Once this link has been clicked, you'll be taken to the ICG Portal™ Triage Appeals page, where you can respond to the Triager and attach any supporting documents if appropriate.



3. Click "Save" in the top-left corner to complete the process.