

# CHO Dublin North City and County Central Referral Office

## Frequently Asked Questions

### What is the [Central Referral Office \(CRO\)](#)?

The CRO receives and sorts all referrals to children's services and adult primary care services for CHO Dublin North City and County (CHO DNCC) at one email address: [cro.dncc@hse.ie](mailto:cro.dncc@hse.ie). Like a post office, the CRO accepts standardised referral forms, records the information and then passes referrals on to the appropriate service to engage with the service user and/or referrer. This allows for better management and tracking of referrals and ensures that communication is sent to referrers in predictable timeline.

### What form should I use to make a referral into CHO DNCC for children's or adult primary care services?

Click on one of the links below to access the appropriate referral form, or search for 'HSE Central Referral Office' in Google or another search engine.

The [Children's Services Referral form](#) is for the below services:

- Primary Care (includes physiotherapy, occupational therapy, psychology, speech and language therapy, dietician services, social work, public health nursing)
- Children's Disability Network Team (CDNT)
- Child and Adolescent Mental Health Service (CAMHS) *Note: All CAMHS referrals must come from a GP or Hospital Doctor. Parents or carers should contact their GP or Hospital Doctor in relation to CAMHS referrals.*

The [Adult Primary Care Services Referral form](#) is for adult referral to primary care services. This includes: physiotherapy, occupational therapy, psychology, speech and language therapy, dietician services, social work, public health nursing.

GPs can refer to adult primary care services via Healthlink.

### What do I need to know about completing the referral form?

- The CRO does not make clinical decisions about referrals.
- Use just one referral form per service user. While it is best to refer to one single service as much as possible, we understand that complex referrals may require more than one service. If this is the case, please choose all that apply in the same referral form.
- All mandatory fields (those marked in red) must be completed. If the 'submit' button at the end of the form does not work, it means a mandatory field has not been completed.
- The PPSN is required, as this links the referral with the service user in the system.
- Send one email for one service user referral. Please do not combine multiple referrals in one email, as the system cannot process more than one referral at a time.
- Referrals to the Children's Disability Network Team must be accompanied by the completed age-appropriate form. Links to these forms can be found at the end of the Children's Services referral form and [on this web page](#). CDNT referrals cannot be processed without these forms.

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### How do I submit the referral to the CRO?

Referrals received via email are efficient and secure. We strongly prefer for referrals to be emailed directly to [cro.dncc@hse.ie](mailto:cro.dncc@hse.ie). When you click the 'submit' button at the end of the form, it should attach to an email addressed to the CRO. If it does not, first make sure that you have completed all mandatory fields. If the fields are complete, try saving the form on your computer and attaching it to an email as you would any other document. Please only submit once.

Do not send additional paper copies to the CRO if you have emailed your referral. This duplication will slow the process of managing incoming referrals.

If you do not have access to email, you can post referrals to: CRO, CHO DNCC, Nexus Building, Unit 1 & 2, Blanchardstown Corporate Park, Dublin 15, D15 CF9K.

### Can voluntary agencies (e.g. Avista, CRC, St Michael's House) email referrals to the CRO?

Yes. Emails between Section 38 agencies and the HSE are secure. This is the most efficient and safe way to send referrals. Please do not send paper referrals and never send patient files to the CRO.

### Can I refer a child to several services - Primary Care, CAMHS and Disability Services?

We encourage referrers to refer to only one service. If a child does not meet the threshold for the referred service, we will use our internal processes to re-direct the referral to a more suitable service. Multiple/dual referrals will clog up the process and delay your referral reaching the most appropriate service.

### If I do refer to several services who decides where the referral is sent?

Referrals received for more than one service will be reviewed by the Local Children's Network Forum (LCNF) and the most appropriate service will be identified. The accepting service will communicate with the referrer/parent advising which service the referral will sit with. If the LCNF cannot reach a decision the referral will be reviewed by the Integrated Children's Network Forum.

### Who can make referrals to Primary Care and CDNTs?

Parents/guardians, self-referrals (over 16yrs), educational professionals, schools, NEPs, GPs, nurses, HSCPs, Area Medical Officers, acute sector, voluntary agencies, Tusla, primary care/disability/CAMHS (other services), Assessment/Liaison Officer

### Who can make referrals to CAMHS?

GP's, Area Medical Officers, acute sectors (paediatricians, consultant psychiatrists and emergency department doctors), in conjunction with the ED consultant referring to CAMHS DNCC, will inform the GP as part of the process, ensuring continuity of care.

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### Can I make a referral to Assessment of Need (AON) through the CRO?

The CRO cannot accept referrals for Assessment of Need.

An AON is not necessary to access health services. As outlined in the [Disability Act 2005](#), the AON will identify your child's health needs and what services are required to meet these needs.

AON referral forms [can be found here](#) on the HSE website. Completed applications and any queries can be sent directly to the AON office at [aon.dncc@hse.ie](mailto:aon.dncc@hse.ie).

### What happens if referrals continue to be received by the service and not sent directly to CRO?

Any referrals received by a service that have not come from the CRO must be redirected to the CRO for recording. This helps to reduce duplication and allows for better tracking of referrals for service users and referrers.