

# CUES: COVID -19 Urgent Eye Care Service: Patient Pathway

## Patient signposted to CUES

*e.g. Pharmacy, GP, Care navigator, HES or A&E triage, NHS111, closed optical practice, provider recorded messages and website*

## Patient telephones CUES optical practice – (assumes non-clinical management)

*Short discussion/review to identify: eligibility criteria, COVID-19 screen, potential red flags, patient already under HES*

### Offer Remote Consultation

*Meets eligibility criteria for service.  
(See clinical assessment table)*

### Suitable for Essential GOS

*Explore remote provision and offer an appointment by exception only.  
PPE as per national guidance.*

### Not eligible / Asymptomatic

*Offer advice / manage appropriately / defer routine appointment*

### Red Flags -

*Likely high risk  
discuss immediately with Optometrist, if unsure*

## Remote Telephone and /or video consultation

*Follow College of Optometrists remote consultations during COVID-19 pandemic guidance  
**assessment and management***

*+/- remote advice from Optometrist with higher qualification or Ophthalmologist  
+/- remote prescribing  
+/- remote follow-up*

## Face-to-Face Consultation optical practice acting as urgent care hub assessment and management (use PPE)

*+/- remote advice from Optometrist with higher qualification or Ophthalmologist  
+/- remote prescribing  
+/- follow-up (ideally remote)*

### Discharge

*Patient self-care and information*

### Defer referral

*Referral can be safely delayed.  
Reassess in 4-6 months*

### GP Referral

*General health care  
(e.g. blood tests)*

### Referral to HES – Non-emergency

*Manage patient expectations regarding first appointment & follow local protocols*

### Referral to HES - Emergency

*Make contact in advance  
May request optometric consultation first if not already done or advise remote treatment.  
follow local protocols*

Developed by: NHS England, Local Optical Committee Support Unit, and the Clinical Council for Eye Health Commissioning

Clinically endorsed by: The College of Optometrists and The Royal College of Ophthalmologists



THE COLLEGE OF OPTOMETRISTS