

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