

Leveraging LLM capabilities within a Referral Management Platform to support Smart Triage of Eye Referrals

Expanding the service = increased administrative burden

Stage	Activity	Mode	Purpose	Status
1	Run LLM in test environment on synthetic referrals (n=300)	Predict only	Validate demographic extraction and PDS match logic against manual Spine look-up. Validate subspecialty and Priority against referral input	Complete (enter Oct 2025, exit May 2026)
2	Run LLM on synthetic referrals in Live environment on demo worklists	Predict only → Predict & Action	Verify write-back is correct and fully reversible, kill-switch tested; no impact on live worklists	Complete (enter May 2026, exit July 2026)
3a	Run LLM on synthetic referrals with intentional errors in Live environment, short supervised session	Predict & Action (synthetic referrals)	Prove behaviour in an operational board before real-patient exposure. Adjust prompts for accuracy.	Complete (July 2026)
3b	Run LLM on Live referrals in shadow mode	Predict only	Suggestions logged. Sample compared against manual matching for all 3 tasks, no interference with workflows	Entered 10/7/2026. Live
4a	Live referrals, NCL Board 1: supervised sessions extending in time	Predict & Action	Failsafe team verifies every match in real time; kill-switch authority. Admin team briefed and trained	Rounds 1-4: complete (criteria met). Round 5-7: 21-24/7/26
4b	Live supervised operation: NCL Board 1, then all Board 1s from 31/7/26	Predict & Action	Human-in-the-loop business as usual; daily → weekly audit of sampled referrals, escalation pathway for all admin in case of mismatch	Enter 27/7/26

