



Referral Management  
Services



Monday 30<sup>th</sup> March 2025

### Important information

#### **Implementation of the Electronic Referral Eyecare Service across Wales**

##### **OPERAi – Go Live across Betsi Cadwaladr**

Digital Health and Care Wales (DHCW) are pleased to announce that the new Electronic Referral Eyecare service – OPERAi, is now live across the **Betsi Cadwaladr** University Health Board area.

The OPERAi platform should now be utilised by optical practices in this geography to process eyecare referrals.

Should you and your teams feel the need to 'refresh' yourselves on how the OPERAi system works and how to process a referral, you can visit the OPERAi help centre [here](#).

If you are still to onboard as a Practice and/ or need to onboard your staff members to utilise the system you must do so as soon as possible. Again, should you need further support in how to achieve this please refer to our dedicated help page on 'How to onboarding on OPERAi' [here](#).

If you require any technical support at any stage when using the OPERAi system, you can contact our dedicated support team on [OperaiWales@referral.solutions](mailto:OperaiWales@referral.solutions) or use the 'blue bubble' on the OPERAi application.

If you have any queries around clinical pathways and/ or have any clinical queries, these should be referred onto your local Health Board support teams, details can be found on the help centre page [here](#).

*Please note: Any such queries sent to the technical support team will not be responded to and will be forwarded to clinical/ commissioning teams to manage.*

We would like to thank you for your ongoing support.

Kind Regards

Digital Health and Care Wales Project Team