



Referral Management
Services



Wednesday 27th May 2025

Important information

Implementation of the Electronic Referral Eyecare Service across Wales

OPERAi – NOW LIVE!

Digital Health and Care Wales (DHCW) are pleased to announce that the new Electronic Referral Eyecare service – OPERAi, is now live across **Swansea Bay, Hywel Dda and Cardiff and Vale** University Health Board areas.

The OPERAi platform can be accessed via the link below and should now be utilised by optical practices in this geography to process eyecare referrals:

<https://app.optical-referrals.org/>

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 onboard onto 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 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