

## Quality referrals delivered securely

*eReferral SeNT every time*

### How can you help to improve the SeNT system?

Inform the team as soon as possible if there are problems – we cannot see that you or your practice is not able to connect to SeNT. The sooner we know this, then we can work to reconnect you. Work is in progress with BPAC on real time monitoring of user connection to the SeNT system.

#### Give us constructive feedback via:

- **The *Send feedback* button** to the top right of the SeNT form. Note: This feedback goes to the HealthPathways team and is assigned to the SeNT Referral team as required. A log on is required to send this feedback.
- **The BPAC helpdesk** ([info@bpacsolutions.com.au](mailto:info@bpacsolutions.com.au); phone 1800 247 544 to log a ticket if you cannot access the SeNT widget or form.
- **The PHN eReferral team** [ereferral@thephn.com.au](mailto:ereferral@thephn.com.au) or call the PHN 1300 859 028 and ask to be put through to a member of the eReferral team.

**Include images and screenshots** – with as much detail as possible, e.g., a description of what the problem is, which GPs are affected, is it all referrals of just some? Images of the issues or error messages with date and time captured on the screen are most helpful.

The eReferral team (PHN or BPAC staff) can remote in and collect the SeNT Referral log (for BP practices only) which assists with the identification of any technical issues associated with the SeNT Referral process at the referrers end.

**Maintain privacy and security of information** – by deidentifying any patient information in screenshots or images and ensuring that patient referrals are not sent via email. Note: PHN and BPAC staff are governed by the same Privacy Act and Principles as the whole of primary health care.

**Recommend service providers** (private specialists, allied health providers and other non-government service providers) who you regularly refer who are not listed in SeNT and we will engage them to participate and receive secure SeNT Referrals.

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*(Last Updated May 2021)*