

# Introduction to Electronic Referrals

## Practice Managers

21<sup>st</sup> March 2024



Central Coast Local  
Health District

Siddharth Ramani  
Project Manager, eHealth

Shiromee Gasperson  
Change Manager, CCLHD

# Acknowledgement of Country

*I begin today by acknowledging the Darkinyung (Darkinjung) People who are the Traditional Custodians of the land on which we meet today and pay my respects to their Elders past and present. I extend that respect to Aboriginal and Torres Strait Islander peoples here today.*



# Meeting Agenda

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- Overview
- Central Coast Local Health District (CCLHD) Scope
- Key Milestones & Timelines
- Next steps for CCLHD
- eReferral Benefits
- Healthlink Forms – eReferral
- Questions



Siddharth Ramani

*Project Manager – eHealth*

Shiromee Gasperson

*Change Manager – CCLHD*

# Project Overview

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# NSW Health Engage Outpatients



## Case for change:

There is no standardised approach for referral management and many GPs and outpatient clinics still rely on paper-based processes including fax, post and unsecure email. This impacts the patient experience and service efficiency.



## Sponsorship:

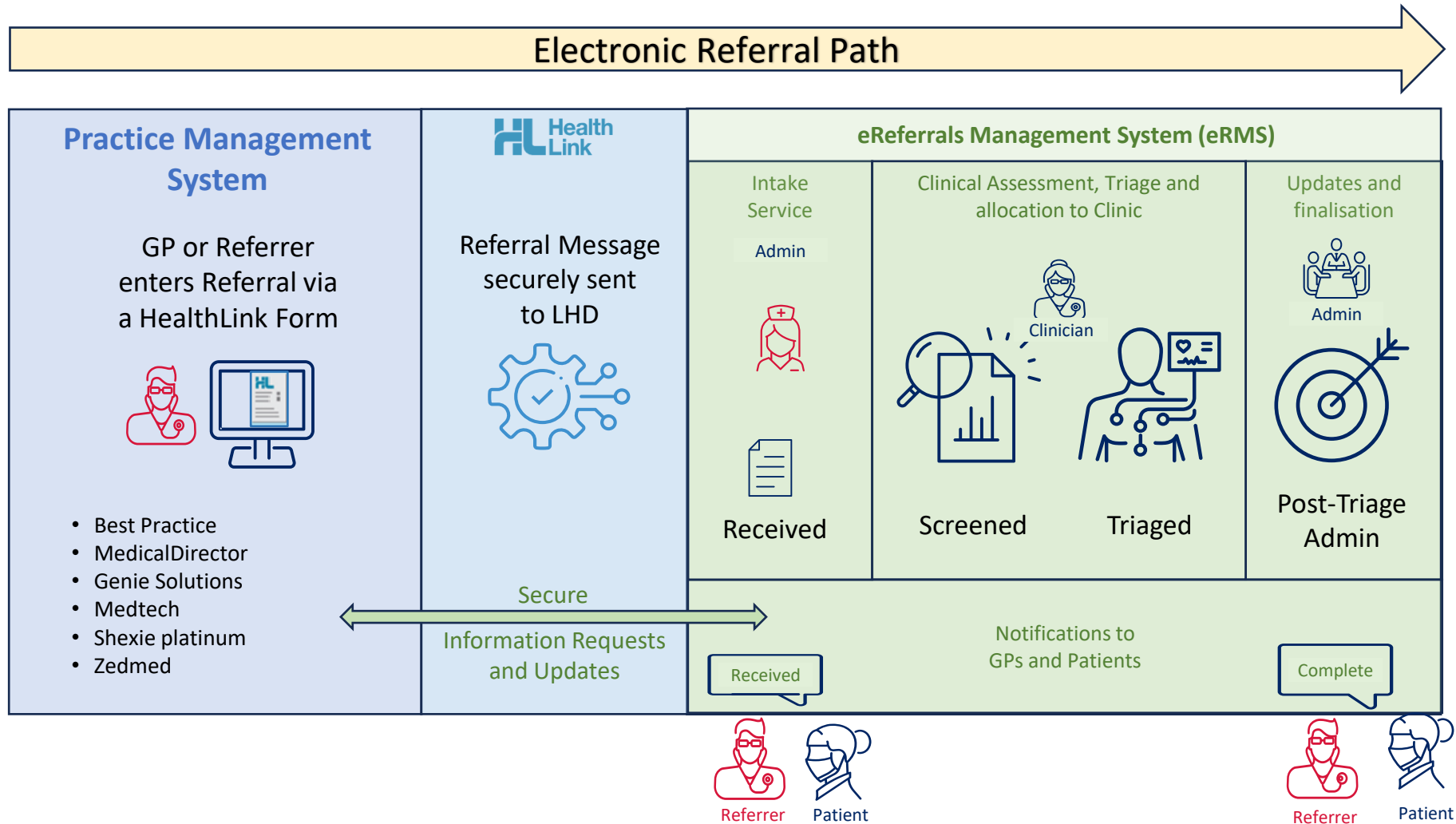
eHealth NSW is partnering with the Ministry of Health to develop a **state-wide digital Engage Outpatients solution.**



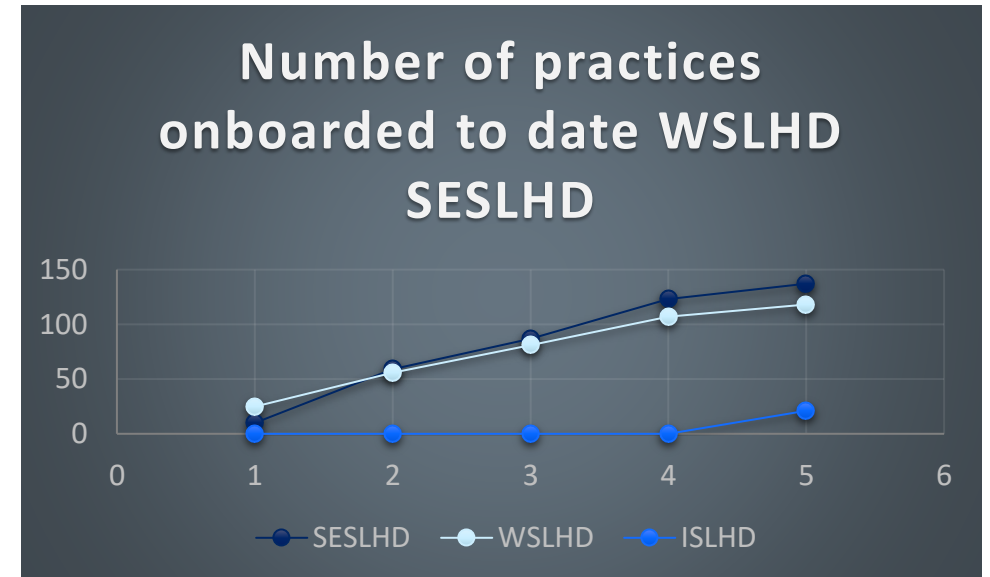
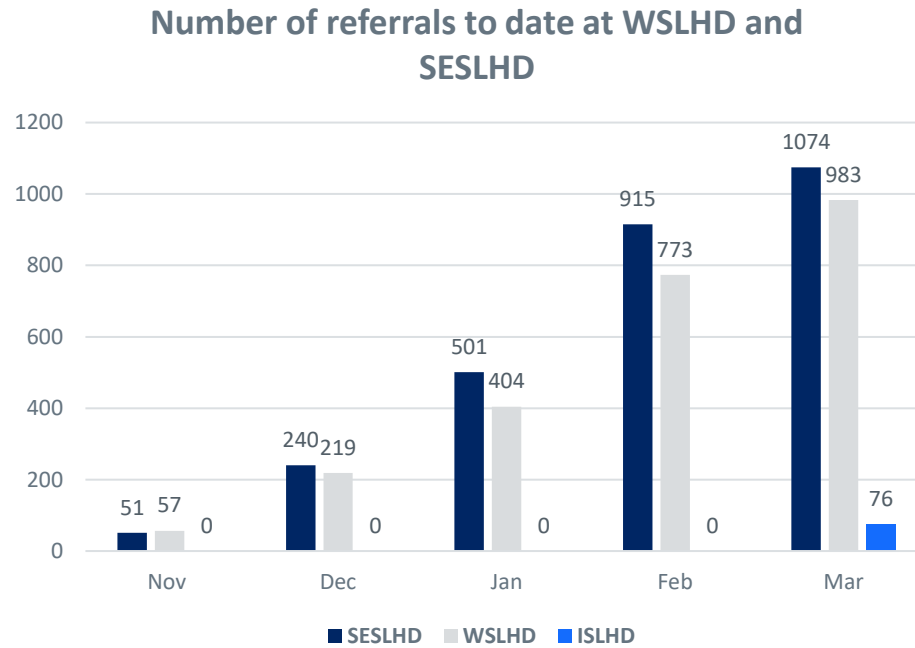
## Target group:

The electronic referral management system aims to deliver referrals from the GP to the outpatient hospital clinician more efficiently and securely.

# Overview – eReferral Solution



# Growth of eReferrals across the state



# Feedback and quotes from GP's

Dr Ong says,

**"E-referrals is a free, easy, efficient and user-friendly tool. It allows me to refer my patients to many specialists of my choice. My patients are more satisfied that they can get an appointment quickly."**

Healthlink forms are **easy to use** and well-integrated into best practice . It's less time consuming and also paperless" – GP CESP HN

**"Very convenient** It's good to get feedback that **referral has been received**  
Very user-friendly" - GP CESP HN

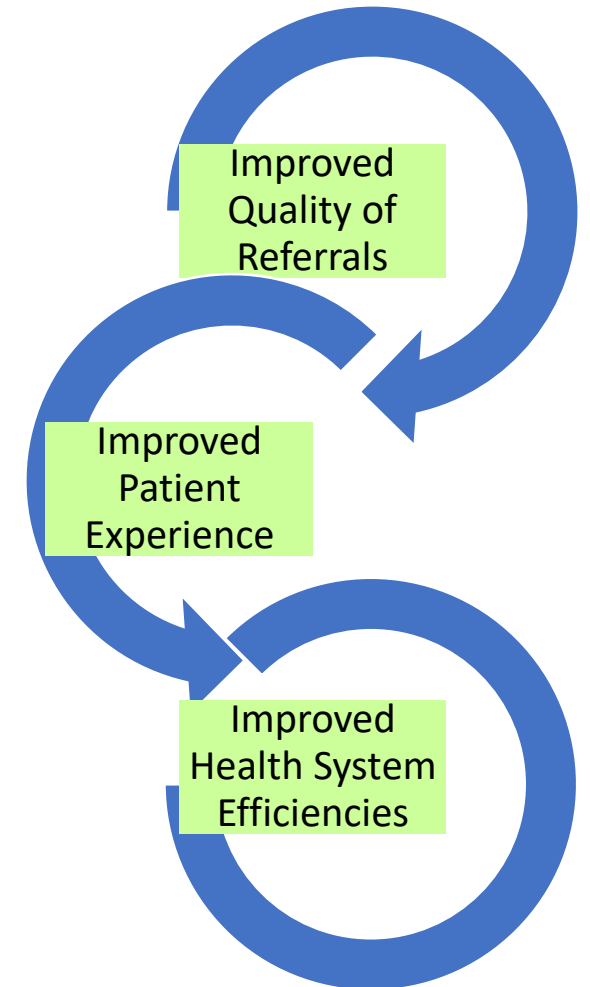
Using eReferral to provide referrals to my local hospital outpatient's clinics has made the **process much more efficient**, and just **as easy as using HL for driver's licence assessments and My Aged Care referrals**. Having the ability to click a few buttons to include reports and investigations saves time, and often I've sent it while still chatting to my patient. If I send a referral through eReferrals **I know that it has gone to the right place and is not floating around** on a fax machine somewhere. I can get a **response from the clinic that it's been received** and even that the **patient has been contacted and appointment made.**

Dr Annabel Kain  
Erskineville Doctors



# eReferral Benefits

- Real-Time Transmission from GPs with Acknowledgement - no lost referrals or delays
- Fully integrated and supported by all leading GP software vendors, or via the HealthLink portal if not available in GP system.
- Copies of referrals auto-save and store within GP clinical software
- Eliminate error-prone and expensive manual referral process
- Support faster communication and continuity of care between healthcare providers
- Support fast intervention & better health outcomes
- Recommended referral criteria embedded into the forms support referral pathway



# CCLHD eReferral Service Scope

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The following clinics will participate in the initial rollout:

- **Antenatal Outpatients Clinic**
- **Gynaecology Outpatients Clinic**
- **Paediatric Outpatients Clinic**
- **Neurology Clinic (Specialist Centre)**

# Key milestones



**2<sup>nd</sup> April 2024**

Soft launch – controlled release

- Release of CCLHD eReferral forms to 11 GP practices.
- **Non-urgent eReferrals** to be submitted by selected GP practices for in scope services.
- Notifications sent to referrers and patients on progress of the referral.
- Non eReferrals will be processed manually as per current practice. No changes to non eReferrals.



**9<sup>th</sup> April 2024**

Go Live – Full system release

- Release of CCLHD eReferral forms across NSW.
- **Non urgent and urgent** referrals for in scope clinics should be sent as an eReferral. Faxes no longer preferred.
- Notifications provided to all referrers when sending an eReferral.
- Notifications sent to all patients on the status of referral.



Post Go Live

- PHN webinar for GPs on the **10<sup>th</sup> April**.
- Ongoing communications to promote use of eReferrals.
- Faxed referrals for in scope clinics to be phased out.

Siddharth Ramani




























*Project Manager – eHealth*

# eReferrals – Healthlink Forms Demonstration

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\* The eRMS will send notifications to the patient for **all referral types** (eReferrals, faxed, and manually entered "paper" referrals) if their communication preference is "SMS", "Email" or "SMS and Email".

## Referral Notifications

Notification Type	Referrer (e-Referrals)	Referrer (Non-eReferrals fax, paper etc)	Patient*
On Receipt			
On Hold (Request for additional information)			
Message to Referrer (Adhoc communication)			
Screening Outcome – Not Accepted			
Screening Outcome – Accepted			
Redirected Referral			
Reassigned Referral			
Triage Outcome – Accepted & Not Accepted			
Cancelled Outcome <ul style="list-style-type: none"> <li>Withdrawn by patient</li> <li>Withdrawn by referrer</li> <li>Unable to contact patient</li> <li>Referrer did not respond</li> </ul>			

# GP Notifications

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EOTEST, Pepper  
60 Holden St, Gosford Hospital, Gosford. 2250  
Phone: 0289786754  
Birthdate: 14/05/1965 Sex: F Medicare Number:  
Addressee: Best Practice  
Sender: NSW Health

- Referral receipt

EOTEST, Pepper  
60 Holden St, Gosford Hospital, Gosford. 2250  
Phone: 0289786754  
Birthdate: 14/05/1965 Sex: F Medicare Number:  
Addressee: Best Practice  
Sender: NSW Health

From: Central Coast Local Health District - Paediatric Intake Referral Service  
Subject: Referral receipt  
NSW Health Referral ID: REF00008712  
Patient: Pepper EOTEST (14-05-1965)  
Dear Best Practice Message from NSW Health regarding Pepper EOTEST 14-05-1965.  
Your referral has been received, we will notify you when the triage outcome is known. For urgent matters, please call us on the number below.  
Regards Central Coast Local Health District - Paediatric Intake Referral Service

From: Central Coast Local Health District - Paediatric Intake Referral Service  
Subject: Referral on-hold  
NSW Health Referral ID: REF00008712  
Patient: Pepper EOTEST (14-05-1965)  
Dear Best Practice Message from NSW Health regarding Pepper EOTEST 14-05-1965.  
We require additional information from you. The following issues were identified with the referral:  
Incomplete medicare / billing / insurance details  
Comments: Medicare number is invalid

Regards Central Coast Local Health District - Paediatric Intake Referral Service

- Referral placed on hold

# GP Notifications

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EOTEST, Pepper  
60 Holden St, Gosford Hospital, Gosford. 2250  
Phone: 0289786754  
Birthdate: 14/05/1965 Sex: F Medicare Number:  
Addressee: Best Practice  
Sender: NSW Health

- Referral triaged

From: Central Coast Local Health District - Paediatric Intake Referral Service  
Subject: Referral accepted  
NSW Health Referral ID: REF00008712  
Patient: Pepper EOTEST (14-05-1965)  
Dear Best Practice Message from NSW Health regarding Pepper EOTEST 14-05-1965.  
Your referral has been accepted and triaged as: Within 90 days.  
We will contact the patient/carer when we can offer them an appointment.  
For urgent matters, please call us on the number below.  
Regards Central Coast Local Health District - Paediatric Intake Referral Service

EOTEST, Pepper  
60 Holden St, Gosford Hospital, Gosford. 2250  
Phone: 0289786754  
Birthdate: 14/05/1965 Sex: F Medicare Number:  
Addressee: Best Practice  
Sender: NSW Health

- Referral cancelled

From: Central Coast Local Health District - Paediatric Intake Referral Service  
Subject: Referral cancelled  
NSW Health Referral ID: REF00008712  
Patient: Pepper EOTEST (14-05-1965)  
Dear Best Practice Message from NSW Health regarding Pepper EOTEST 14-05-1965.  
Your referral has been cancelled because: Withdrawn by patient.  
For urgent matters, please call us on the number below.  
Regards Central Coast Local Health District - Paediatric Intake Referral Service

File Edit Utilities View Help

Actprh, Carmen  
05/10/2023 Notification

Duck, Donald  
06/10/2023 LETTER - Specialist Referral

Engage, Cancelled  
05/10/2023 Notification

ENGAGE, Divya

Engage, Erms

ENGAGE, Megatron  
05/10/2023 Notification

ENGAGE, Megatron  
05/10/2023 Notification  
05/10/2023 Notification

ENGAGE, Megatron

**ENGAGE, Optimusprime**  
10/10/2023 Notification  
**10/10/2023 Notification**

ENGAGE, Ram  
06/10/2023 Notification  
06/10/2023 Notification  
06/10/2023 Notification  
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EOTEST, Pepper  
60 Holden St, Gosford Hospital, Gosford. 2250  
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# Resources for GPs



## ➤ **Webpages**

- [eHealth NSW - Engage Outpatients - Outpatient Referral Management](#)
- [CCLHD - eReferrals](#)
- [Central Coast HealthPathways - HealthLink Electronic Referrals](#)
- [PHN - Central Coast eReferrals](#)

## ➤ **Getting started with HealthLink – Help & support**

<https://www.healthlink.com.au/nsw-health/resources/>

HealthLink SmartForms - User Guides and Tutorials:

- ✓ Best Practice
- ✓ Genie
- ✓ Medical Director
- ✓ Medtech Evolution
- ✓ Shexie Platinum
- ✓ Zedmed
- ✓ MyHealthLink Portal (For GPs using a different software than those above)

## ➤ **Communication from PHN Newsletters/Flyers/Email**

Central Coast Local Health District

### **NOTE:**

*Ensure the practice has the latest version of the software to have access to the eReferral forms.*

### **Contacts**

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**Christian Ing**

*Project Manager, CCLHD*

[Christian.Ing@health.nsw.gov.au](mailto:Christian.Ing@health.nsw.gov.au)

# GP Information Session

- 10<sup>th</sup> of April 2024 - Wednesday



**Health**  
Central Coast  
Local Health District

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