

Referral Updates coming to CCLHD eReferral System

Practice Managers, General
Practitioners and Administration Staff

15th July 2024



Central Coast Local
Health District

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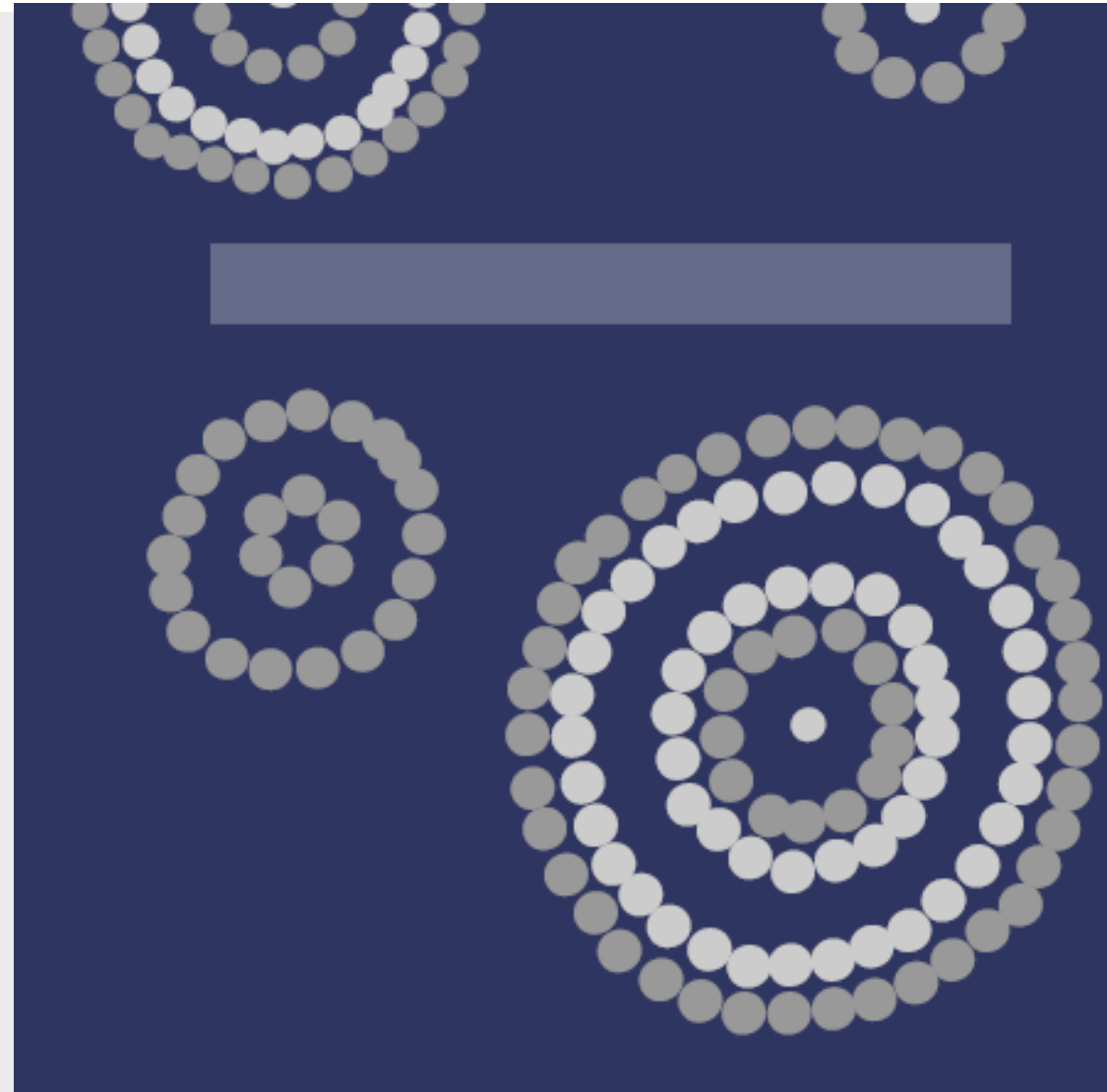
Business Analyst, CCLHD



Health
Central Coast
Local Health District

Welcome

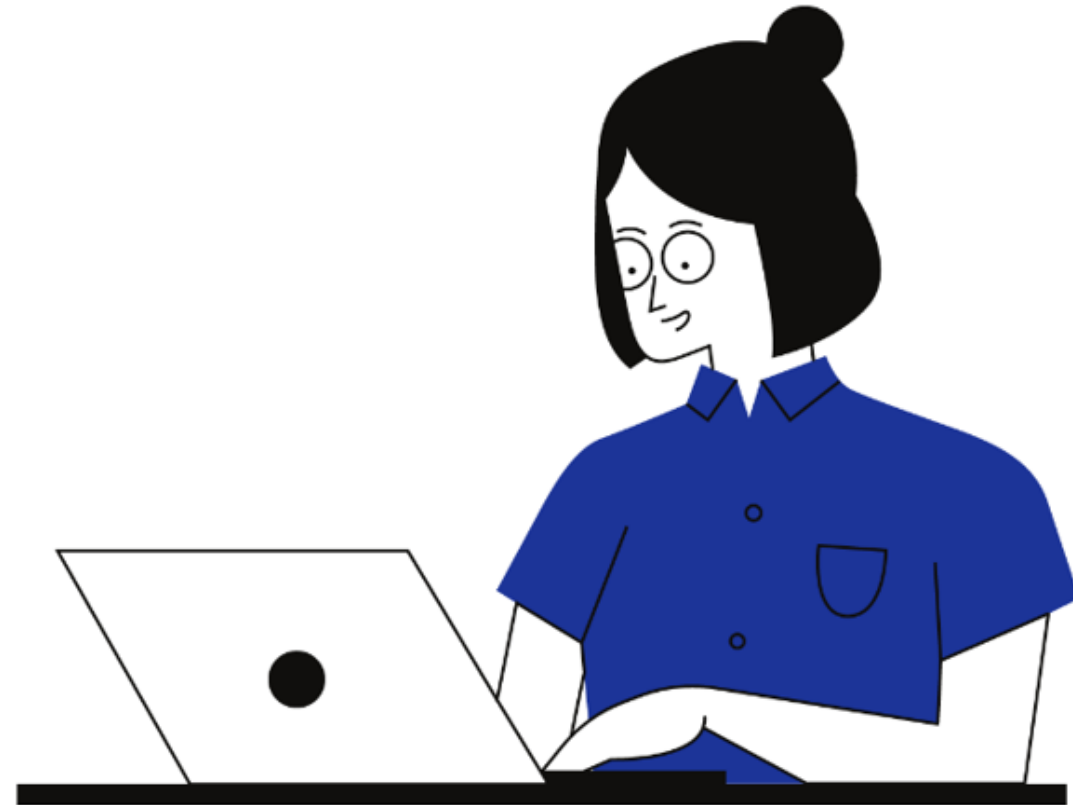
We acknowledge the First Nations peoples of Australia as the Traditional Custodians of the land on which we work and live. We pay our respect to Elders past, present and future and extend that respect to all Aboriginal and Torres Strait Islander peoples within Central Coast



This session is being recorded

The recording will be shared with health professionals in the Central Coast Local Health District for training and education purposes.

By participating in the webinar, you consent to being recorded.



Webinar Housekeeping



If you are watching this session as a recording:

- The information provided in this session is correct as of **10 April 2024** and includes content based on clinical discussions and/or questions formed as part of this event.
- Central Coast Local Health District and the PHN take no responsibility for any changes in clinical best practice, regulations or requirements that may have been implemented since the recording of this webinar.

During the webinar:

- Questions can be placed in the question box during the presentation.
- Please ensure you are logged in using the email you registered with individually. Please do not use one attendee's sign in for multiple attendees, as this will only capture a single attendance (not multiple) and you may not receive a Certificate of Attendance.

Presenters



Dr. Elly Warren, GP Staff Specialist, Medical Co-Director, Central Coast Health @ Home, CCLHD

- eReferral Benefits and Healthlink Experience

Siddharth Ramani, eReferral Project Manager, eHealth NSW

- Demo eReferral HL from GP PMS to Outpatient clinic eRMS

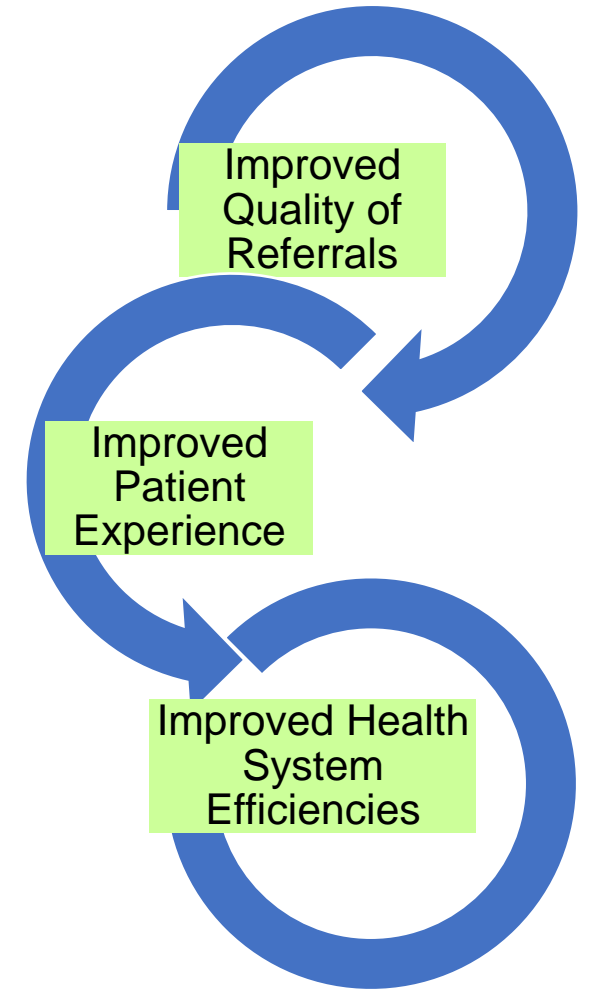
Testing resource

Rusayl Bentiroso, Business Analyst, CCLHD Digital Health Services

- CCLHD Scope, Referral Results, Issues Raised & Support

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



HealthLink Forms Experience



Make a referral

Update referral

Specialists, Allied Health Providers and GPs

SR **Specialists & Referrals** Refer to Private Specialist

Refer / Contact other health providers

Referred Services






ACT Public Outpatient and Community
Austin Health
ccCHIP - Cardiometabolic Health in Psychosis
DPV Community Health
eHealthwise Demo
Form.io Eastern Health prototype
Form.io Prototype Multiple Service
Form.io SLHD prototype
Hearing Australia Medical Certificate
Mater Health Referrals
Monash Health
Northern Health
Northern Sydney Local Health District Services
NSW Health Outpatient referrals - Central Coast LHD
NSW Health Outpatient referrals - Western Sydney LHD
NSW Health Outpatient referrals - South Eastern Sydney LHD
QA - Dynamic AU Forms
Roads and Maritime Services ★
Spectrum Medical Imaging
Sydney Local Health District Women's Health

Application for ACT Approval to Prescribe Controlled Medicines
Banyule Community Health
Chris O'Brien Lifehouse Services
Eastern Health
EMR API Test App
Form.io Prototype MAIC
Form.io Prototype Single Service
Head to Health
Heartbeat Health Summary
Mercy Hospital for Women
My Aged Care Referral ★
Northern NSW LHD - eReferrals
NSW Health Outpatient Referrals
NSW Health Outpatient referrals - Far West LHD
NSW Health Outpatient referrals - Illawarra Shoalhaven LHD
PRP Diagnostic Imaging
Radiology Referrals
SA Health
Sydney Local Health District Services
Tasmanian Health Service

Central Coast Local Health District

HealthLink Forms - PMS



Requested Information  NSW Health (Adult)	Referred To* <input type="text" value="Specialist - unnamed referral"/>
Attachments / Reports No reports selected No files attached	 Error occurred when fetching providers from National Health Service Directory. Use default provider. Click here to re-try. Show details
Medications, Allergies, Alerts  2 long term medications specified 8 medications specified No medical warnings specified	<p>Patients presenting at NSW public hospitals can choose to be treated as a public (hospital funded) or private (Medicare bulk-billed) patient. Public hospitals do not control referral pathways to deny access to free public hospital services. Patients will be provided with further information and will be asked to make an election when they present to the outpatient clinic for their appointment. Patients will require a named referral to a medical specialist if they choose to be a private patient</p>
Medical, Social and Family History Medical history specified	Referral date* <input type="text" value="03/04/2024"/>
Patient Information  MICKEY HEATLEY 8003602345688835 17/12/1941	Referral type* <input checked="" type="radio"/> New <input type="radio"/> Updated <input type="radio"/> Continuation
Referrer Information Sam Entwistle 889843 No Different Regular GP	Referral period* <input type="text" value="12 months"/>
	Referral priority <input type="text" value="Non-Urgent (365 days)"/>
	Patient available for appointment at short notice? <input type="radio"/> Yes <input checked="" type="radio"/> No
	Is patient suitable for virtual care?  <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unsure
	Third party compensable? <input type="radio"/> Yes <input checked="" type="radio"/> No
	HealthPathways Please refer to HealthPathways linked here to assist you with completing this referral.
	Reason for referral * <input type="button" value="Browse for Consultation Notes"/>
	<div style="border: 1px solid #ccc; padding: 5px; min-height: 50px;">Please provide relevant medical history, medical management, examination findings and investigation results.</div>

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
06/10/2023 Notification
06/10/2023 Notification

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 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

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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eReferral Forms Project Manager, eHealth

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Important Reminder



To streamline our services and ensure the best care for our patients, the following clinics will **only** accept **eReferrals**:

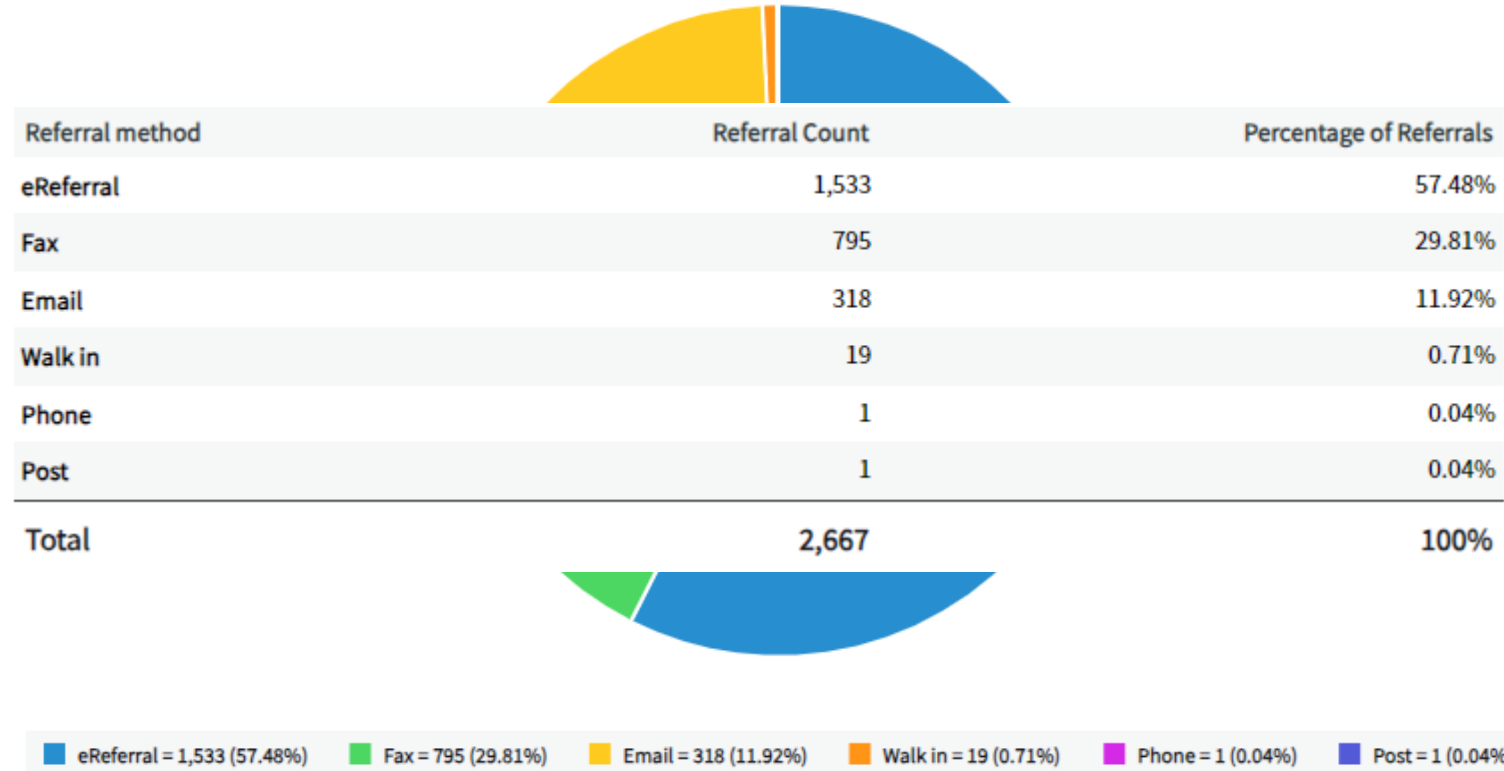
1. Antenatal Outpatients Clinic
2. Gynaecology Outpatients Clinic
3. Paediatric Outpatients Clinic
4. Neurology Clinic (Specialist Centre)

Fax and Email referrals will *no longer be accepted*

CCLHD eReferral Uptake

- Statistics of eReferral updates.

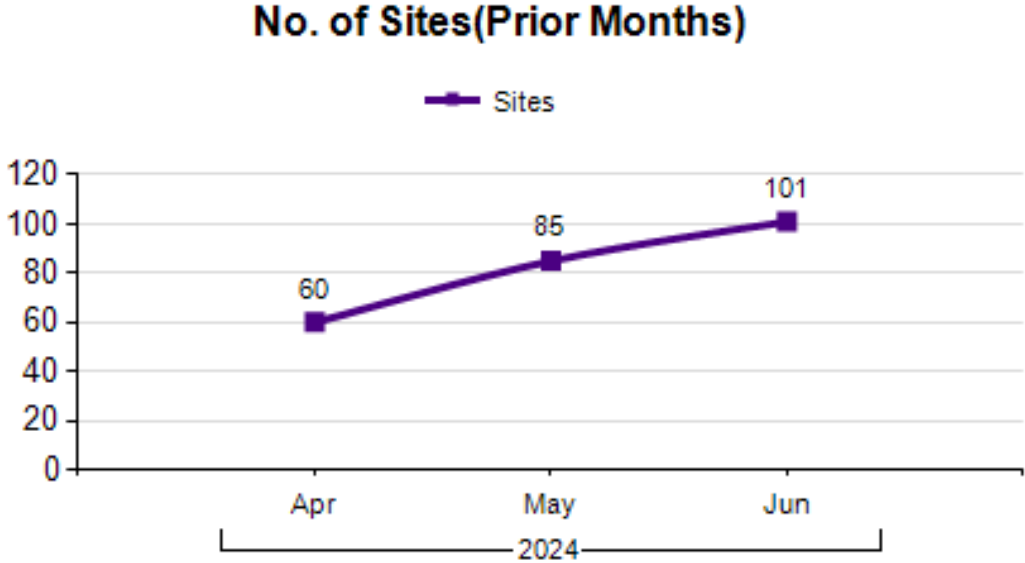
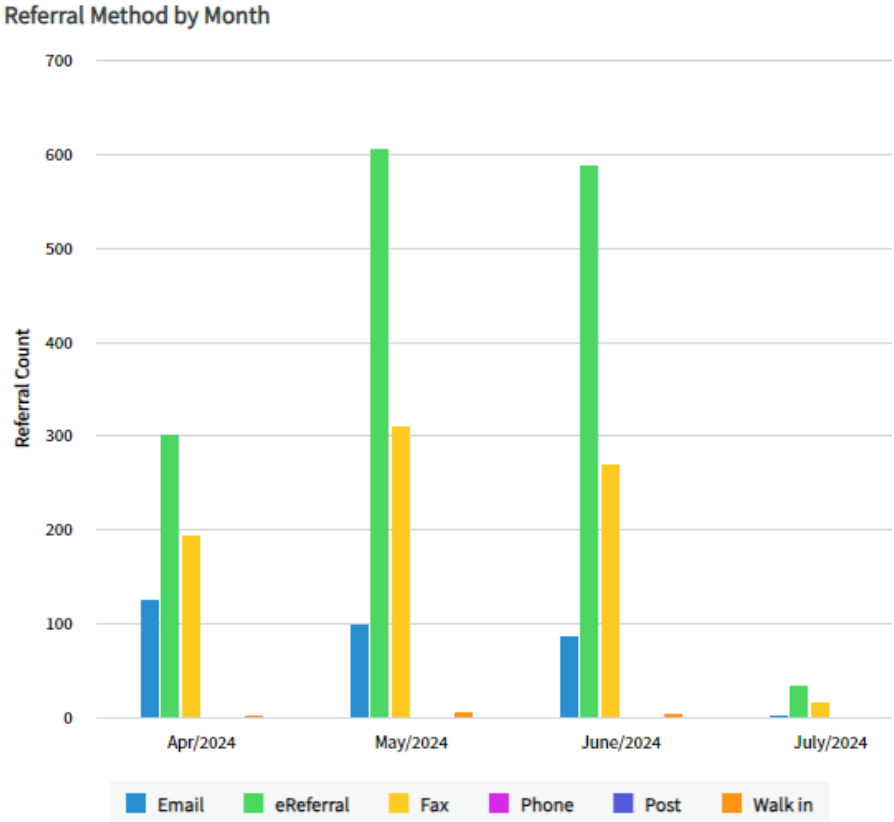
Referral Method



CCLHD eReferral Uptake



- Statistics of eReferral updates.



Requesting a Referral Update

- The Referral Update function enables eReferrals to be updated after the eReferral has been submitted into eRMS. The Referral Update process can be triggered at all referral states in any of the following scenarios:



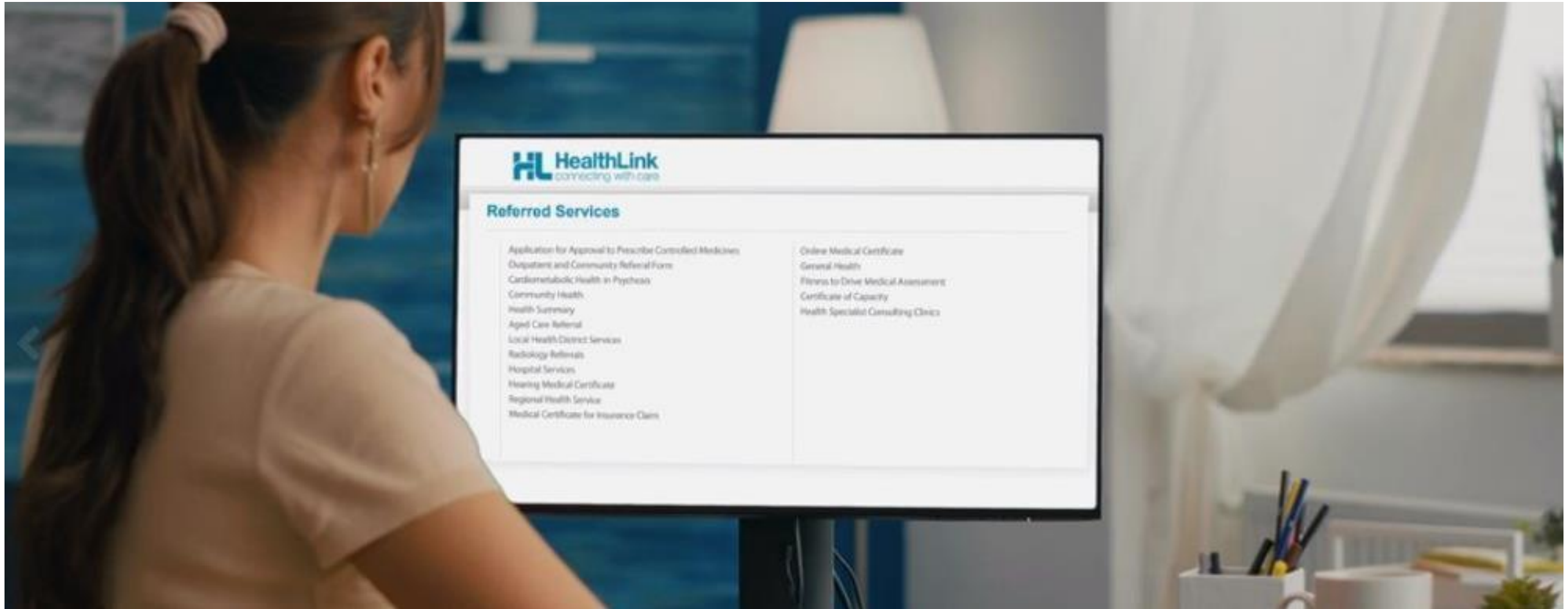
- By request from the LHD:
 - Administration requests additional referral information from the Referrer
 - Clinician requests additional referral information from the Referrer



Due to a change or update in patient circumstance

- Referrer supplies additional referral information after submitting a referral as the patient circumstance may have change, requesting a review of priority, add additional information to referral, or cancellation of referral request
- Facilitates two-way communication between the NSW Health outpatient clinic and the referrer.

Demonstration – HealthLink Form



* 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"> Withdrawn by patient Withdrawn by referrer Unable to contact patient Referrer did not respond 	✓	✗	✓

Feedback from End Users

“Main Surgery”

- Practices frequently operate multiple branches, typically designating their primary location as “Main Surgery” without additional unique identifiers
- This naming convention has led to inaccuracies when collecting data on the Referrer Practice Name or Organisation
- [HealthLink-Updating-Practice-Name-24-06-2024.pdf](#)

Patient Identifiers in Attachments

- Lack of patient identifiers found in the header/footer of attached investigations
- Presents a significant clinical risk
- [HealthLink-Investigation-Header-Patient-Details-24-06-2024.pdf](#)

Attaching Relevant Referral Documents & Investigations

- Please ensure that all available and relevant investigations are provided to facilitate the expeditious processing of referrals
- Insufficient materials delay referral processing and a patient’s access to the requested service

Incomplete / Blank Provider Numbers

- Please ensure that your provider number is provided in full when submitting referrals, as the initial “0” is often omitted

EPAS vs Antenatal Service Forms



The screenshot shows the NSW Health website interface. At the top left is the NSW Health logo. Below it is a search bar with the placeholder text "Type here to search for a service". To the right of the search bar is a dropdown menu labeled "Facility*". The dropdown menu is open, showing a list of categories: Antenatal, Antenatal, Early Pregnancy Antenatal Service (EPAS), Gynaecology, Neurology, and Paediatrics.

Support provided during & post transition – PHN and Healthlink



- Regular updates on eReferral adoption and feedback to GPs and Practice Managers via PHN newsletter/email.
- Reminder to discontinue Fax / Email to relevant GPs

For any eReferral queries, please contact:

- PHN Support Staff
- HealthLink Support
 - Email: helpdesk@healthlink.net
 - Phone: 1800 125 036

How do you feel about the new referral processing options?

Please complete this 90 second survey using this QR code:



Questions?

