PRIMARY HEALTH NETWORK



Health Hunter New England Local Health District

SeNT eReferrals

Hannah Beamish (PHN), Kylie Bennetts (HNE LHD) April 2023

HNECC PHN ACKNOWLEDGES THE TRADITIONAL OWNERS & CUSTODIANS OF THE LAND THAT WE LIVE & WORK ON AS THE FIRST PEOPLE OF THIS COUNTRY

HNECCPHN.COM.AU

Healthy People, Healthy Communities

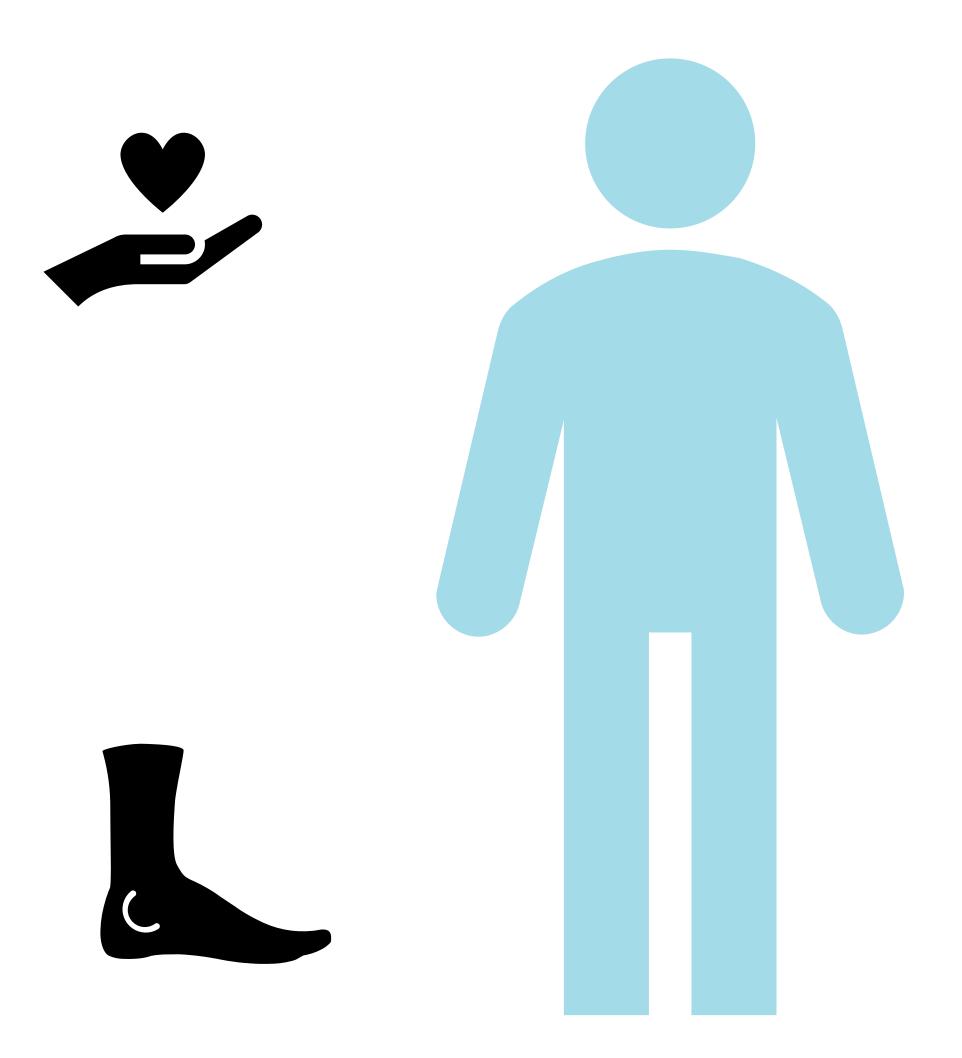


CONTENTS

- SeNT eReferral (sending eReferrals)
- Referral Manager (receiving eReferrals)

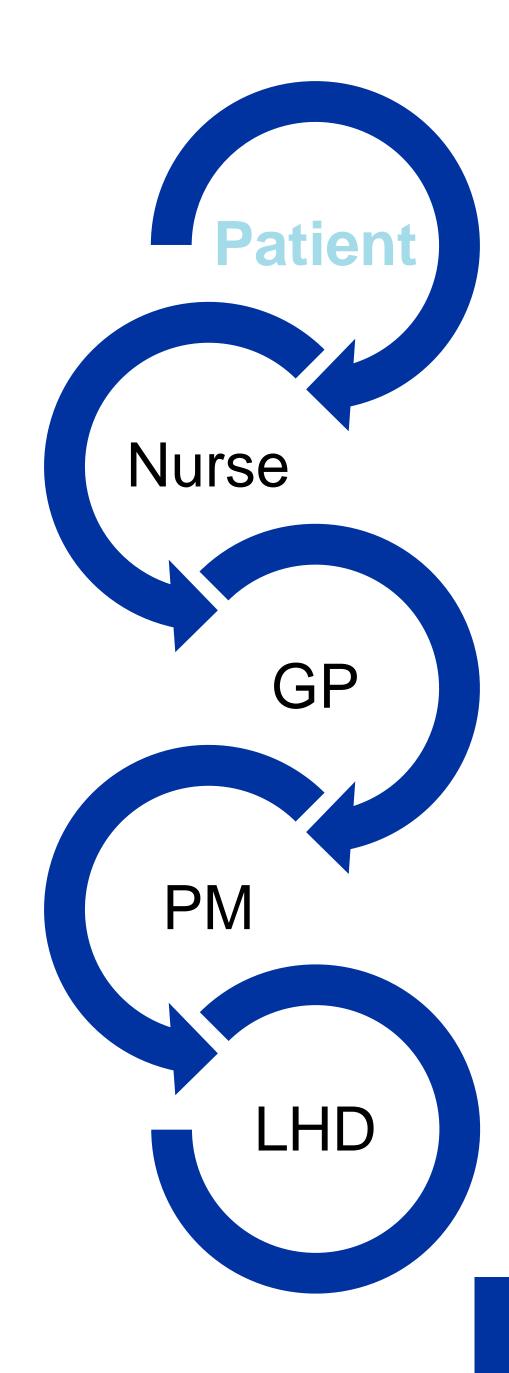


PATIENT JOURNEY



SeNT eReferrals April 2023







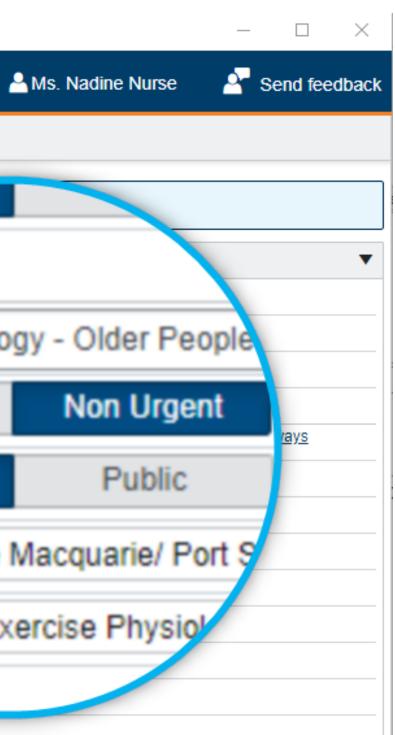
NURSE – SENT EREFERRALS

💠 SeNT

V SeNT Referrals

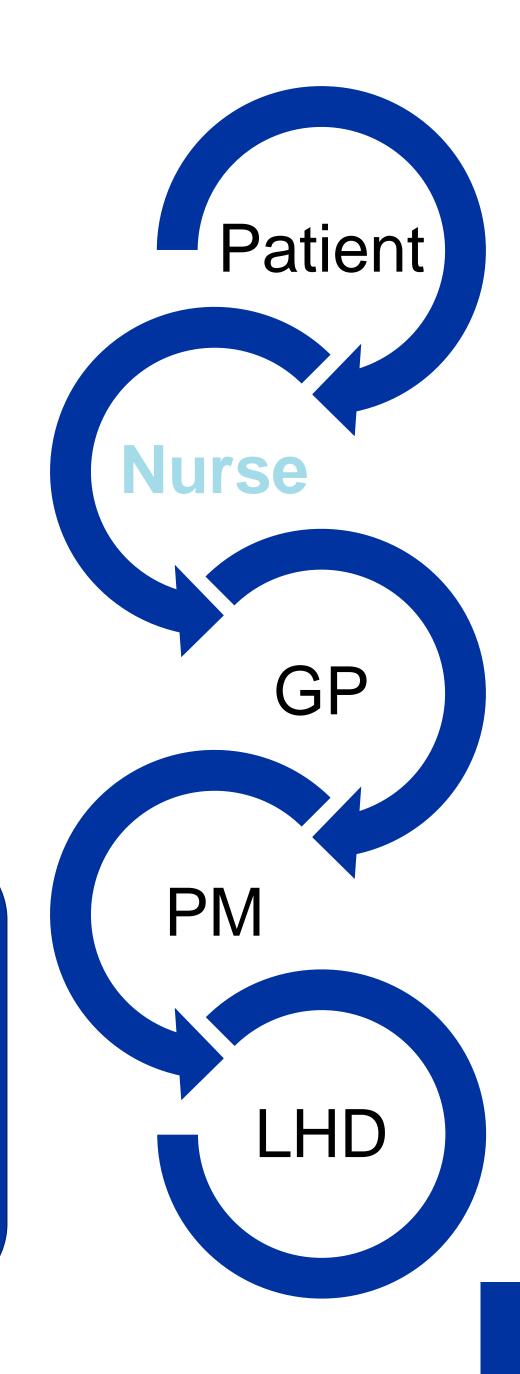
Patient name: Mr. Peter Smith DoB: 30 Mar 1952

2022 months Indefinite Exercise Physio Referral Other Urgent Urgent Urgent rivate Public Public Private setle/ Lake Macquarie/ Port Steph Health - Exercise Physiology Ser T 2022
Referral Other Urgent se Physiology - Older People * Private Irgent Non Private rivate Public Newcastle/ Lake astle/ Lake Macquarie/ Port Steph Newcastle/ Lake Health - Exercise Physiology Ser Os Health - E
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Yes No Not stated
No
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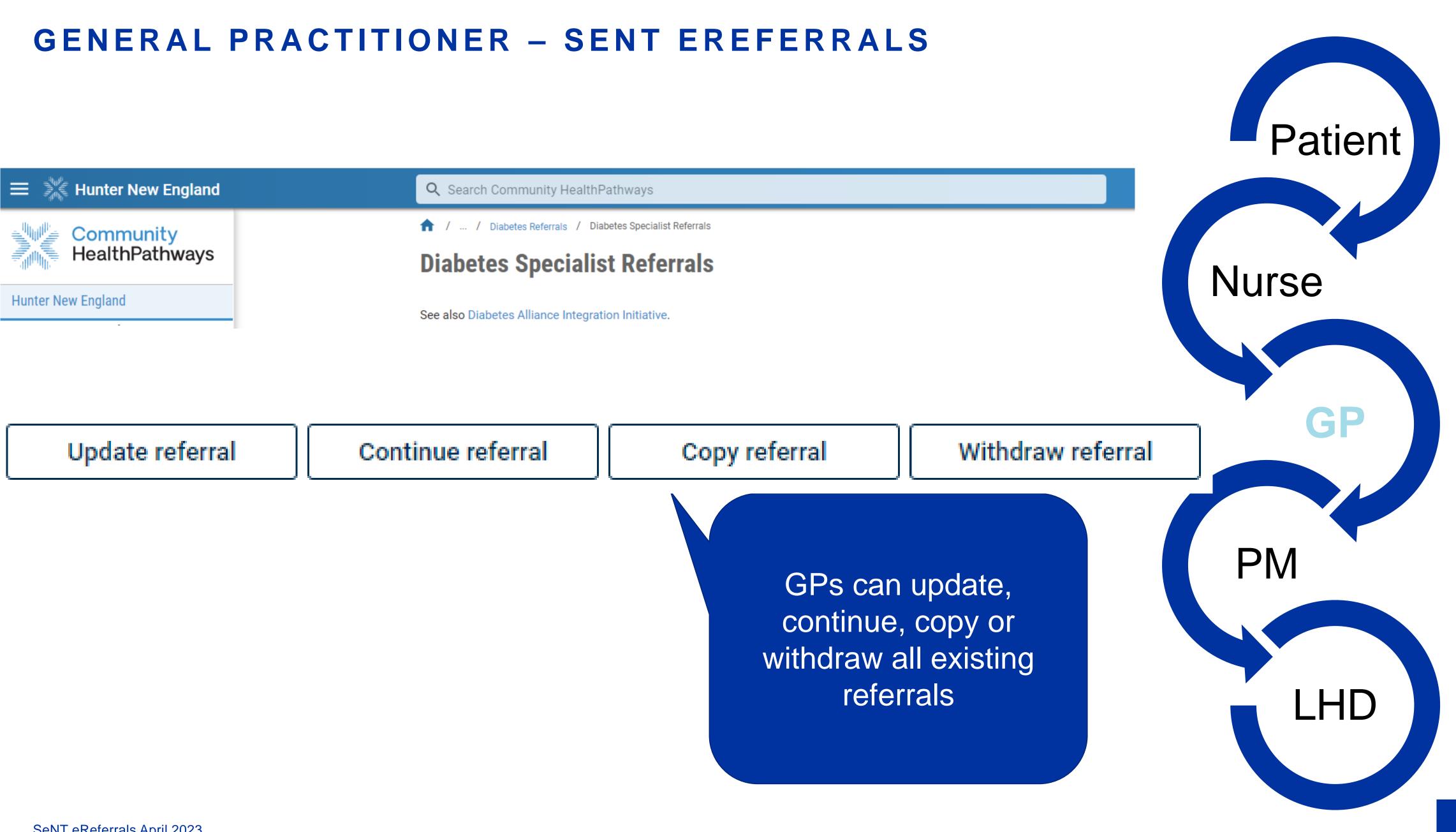
Nurses can commence and park referrals for GPs to review and submit

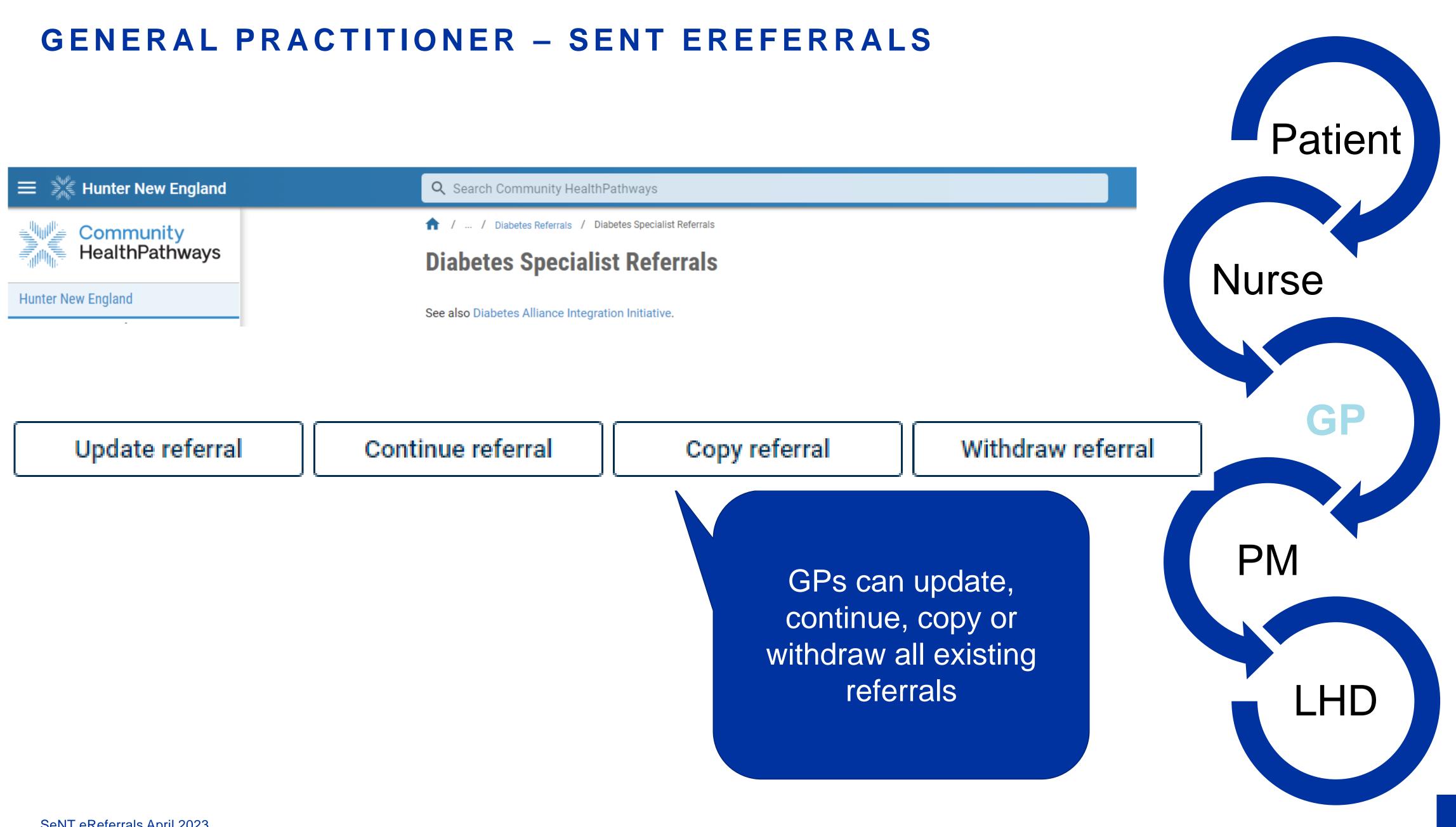
THAC CS S 2022











SeNT eReferrals April 2023



STORING OF REFERRAL

Medical Director

Patient file \rightarrow Letters

🦻 File	Patient	Edit Summarie		erson (68yrs 2mths) Clinical Correspo	
(n. 100)		😸 🗈 🥐 💙		and the second second	
MR DAV	ID ANDE	RSON (68yrs 2mths)	Ų DOF	3: 04/01/1955 Gen	der: Male
61 Wallac	e Street.	Caboolture, Qld 451	0	Ph:	
Allergies &	SULFO	NYLUREAS (ENDO	CRINE)	1	
Adverse Reactions	- contractions				
Namings:	:				
~ .			N		-
		R Current Rx		s 🛅 Past history rs Move Location	🗿 Resu
		r nide Preview	Clear Fille		Docum
27870-28 1	Records	2			
Date Cre			New Food		Y
10/14/2 9/24/20		eReferral_Hunter			(
9/24/20		eReferral_Children eReferral_Metro N			(
9/24/20		eReferral_Sunshi			(
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9/24/20		eReferral_Metro N	The second second		(
9/24/20		eReferral_Metro N	and the second second		(
9/24/20	21	eReferral_Metro N			C
9/24/20	21	eReferral_Metro N	North_Card	Dr Findacure	(
9/24/20	21	eReferral_Metro N	North_Card	Dr Findacure	(
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9/24/20	21	eReferral_Metro N	North_Card	Dr Findacure	(
9/24/20	21	eReferral_Metro N	North_End	Dr Findacure	C
9/24/20	21	Referral Form - He	althy Slee	Dr Findacure	1
	21	Moving Practice I		D. D. J.	

Only]

	MS	Go MDReference		Sidebar
Occupation: Retired		2m 20s		SeNT Referral - PrePro
Record No: ATSI:	Neither Aboriginal nor Torre		(= e	MR DAVID ANDERSON
Pension No: 403 123 456H Ethnicity:	and the second sec			SeNT Referrals
Smoking Hx: 5 Daily IHI No:				HealthPathways
M. Hawkin Descende	1			 Ficalan aniways
MyHealthRecord:		Recalls		
🗄 Letters 欖 Documents 🗎 Old s	crinte 🦸 Imm 🗎 Cou	rrespondence 🔷 MDExchange 🚻 HealthLink		
An and a second s				
Details Send SIVIS Scan + Import	+ Print + Add Dele	ete Search Clear Search Refresh Send T	o MyHealthRecord	
			Select All	
cription	Zoom Page Width	🕶 🛛 Open Externally	Page: 1 of 4	
IT Referral	Pages	SeNT Referral	MR DAVID ANDERSON (04 Jan 1955) - Colorectal	
Smart Referral				
Smart Referral		Referral information	44.0 + 9099	
Smart Referral		Referral date Referral length	14 Oct 2022 12 months	
		Rolenzi type	New Roternal	
Smart Referral		Referral recipient		
Smart Referral	and the second s	Specially and condition	Colorectal - Colorectal Cancer Symptoms	
Smart Referral	and the second s	Priority	Urgent	
Smart Referral	The state	Facility type Geographic location	Public Newcastle/ Lake Macquarie/ Port Stephens	
Smart Referral		Provider name	Dr Steven Bollipo - Gastroenterologist - New Lambton Heights	
		Referral address	Business Hunter New England Health	
Smart Referral			John Hunter Hospital Gastroenterology Department	
Smart Referral	- <u>P</u> -		Lookout Roed New Lambton Heights	
Smart Referral	200 - 2000 - 200 2000 - 200		2305 Work P:0249213000	
Smart Referral	The second secon			
Smart Referral	1	Date patient consented to referral Patient will consider telebealth?	14 Oct 2022 Not stated	
Smart Referral	100 mm	Are you the petient's usual GP?	Yes	
201 AUSTRAL 10	E L	Specially dinical information		
Smart Referral				
Smart Referral		Minimum Referral Criteria Minimum referral criteria	Rectal bleeding	
erral to Sleep Study		Referral Letter		
l Merge		Referral letter (up to 5000 characters)	ATTENTION SHARON - END to END TESTING new AU Virtual PreProd eminorment - Maz	
		History and Examination		
		Family history of colorectal cancer (see above criteria)	Average risk	
		Unexpected weight loss PR examination completed	No	
		Previous colonaxcopy	30%	
		Significant bleeding risk		
		Amenthesia considerations		
		Investigations and Test Results	EBC ECD into Studies LIDT LPT FYART	
		Essential laboratory investigations NOT found by the software: All essential information is attached to this referral	FBC, ESR, Iron Studies, UEC, LFT, FOBT Yes	
		Investigations and imaging		
		Recent investigations		
		No investigations on record	Y	
>				





STORING OF REFERRAL

Best Practice

Patient file \rightarrow Correspondence Out

: Alan Abbott ss: 35 Yarrabine Rd Landsborough 4550 care No: 4133180467 - 1 12/13 Record No. pation: Automotive Parts Interpreter Group: es / Adverse Drug Reactions: Reac Reaction Se	Phone: (m) 04275 (h) 07 505	556232 5050503 (w) 07 50 156789 Email: alan.abbott@bpsoftware. Comment: On warfarin	m 9s 🚺 🕟 Finalise visit My Health Record com.au		
are No: 4133180467 - 1 12/13 Record No. pation: Automotive Parts Interpreter Group: es / Adverse Drug Reactions: Reac	(h) 07 505 101 Pension No.: 1234	556232 5050503 (w) 07 50 156789 Email: alan.abbott@bpsoftware. Comment: On warfarin			
pation: Automotive Parts Interpreter Group: es / Adverse Drug Reactions: Reac	101 Pension No.: 1234	Comment: On warfarin			
pation: Automotive Parts Interpreter Group: es / Adverse Drug Reactions: Reac	1 chaidh 140 1204	50703			
Group: es / Adverse Drug Reactions: Reac	Tobacco. Nor sin		Elite sports: Ethnicity: Aborig	inal	
es / Adverse Drug Reactions: Reac			Advance Health Directive: Yes		
	ions Notifications:		Advance fieaur birective. 165		
Reaction Se	ions Noulications.	The second se			Fact Sheets Preventive Health Actions
ineaction Je	rerity Type	Due Reason			
e dust mite Bronchospasm Sev		31/03/2023 Influenza vaccination should be consid			
Nausea Sev inium Hydroxide	Preventive health Preventive health	31/03/2023 Vaccination against pneumococccus sh 31/03/2023 A Diabetes Cycle of Care is overdue for			
	20				
	5 8				
pand Collapse	Add View	Delete Print Record Note	Details Import		
	Crawk				
Mr. Alan Abbott	Search				
Today's notes	Date Subject	Addressee	Sender	Status	Note
🗄 🚽 🗍 Past visits					Note
	A CONTRACTOR AND A	unter New England Health_Colorectal unter New England Health_Colorectal	Dr Frederick Findacure Dr Frederick Findacure	Final Final	
Current Rx		unter New England Health_Colorectal	Dr Frederick Findacure	Final	
🗄 🔣 Past history		unter New England Health_Colorectal	Dr Frederick Findacure	Final	
E Immunisations		unter New England Health_Colorectal	Dr Frederick Findacure	Final	
Investigation reports		unter New England Health_Colorectal	Dr Frederick Findacure Dr Frederick Findacure	Final Final	
		unter New England Health_Colorectal unter New England Health_Colorectal	Dr Frederick Findacure Dr Frederick Findacure	Final	
Correspondence In		unter New England Health_Colorectal	Dr Frederick Findacure	Final	
Employee Out		wan Hill District Health_Care Coordinator	Dr Frederick Findacure	Final	
Past prescriptions		wan Hill District Health_Respiratory Nurse	Dr Frederick Findacure	Final	
A		unter New England Health_Colorectal unter New England Health_Colorectal	Dr Frederick Findacure Dr Frederick Findacure	Final Final	
Observations		unter New England Health_Colorectal	Dr Frederick Findacure	Final	
Family/Social history	14/11/2022 History 14 No		Dr I. Cure	Draft	
Clinical images	14/11/2022 History 14 No		Dr I. Cure	Draft	
X		endigo Health_Cardiology	Dr Ivor Cure	Final	
🗄 📲 Enhanced Primary Care		endigo Health_Cardiology unter New England Health_Colorectal	Dr Ivor Cure Dr Frederick Findacure	Final Final	
		oulburn Valley Health_Cardiology	Dr Ivor Cure	Final	
		unter New England Health_Colorectal	Dr Frederick Findacure	Final	
		unter New England Health_Colorectal	Dr Frederick Findacure	Final	
		unter New England Health_Nephrology	Dr Frederick Findacure	Final	
		unter New England Health_Nephrology iabetes Victoria_Cardiovascular Disease	Dr Frederick Findacure Dr Frederick Findacure	Final Final	
		unter New England Health_Colorectal	Dr Frederick Findacure	Final	
		fred Health_Cardiology	Dr Ivor Cure	Final	
		unter New England Health_Colorectal	Dr Frederick Findacure	Final	
		unter New England Health_Colorectal	Dr Frederick Findacure	Final	
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	07/02/2023 eReferral_Hu 07/02/2023 eReferral_Hu	unter New England Health_Colorectal unter New England Health_Colorectal	Dr Frederick Findacure Dr Frederick Findacure Dr Frederick Findacure	Final	
	07/02/2023 eReferral_Hu 07/02/2023 eReferral_Hu 08/02/2023 eReferral_Di 08/02/2023 eReferral_Di	unter New England Health_Colorectal unter New England Health_Colorectal iabetes Victoria_Life Program - Diabetes iabetes Victoria_Life Program - Cardiovas	Dr Frederick Findacure Dr Frederick Findacure Dr Frederick Findacure	Final Final Final	
	07/02/2023 eReferral_Hu 07/02/2023 eReferral_Hu 08/02/2023 eReferral_Di 08/02/2023 eReferral_Di 14/02/2023 eReferral_Hu	unter New England Health_Colorectal unter New England Health_Colorectal iabetes Victoria_Life Program - Diabetes	Dr Frederick Findacure Dr Frederick Findacure	Final Final	



Due	TCGS01
31/03/2023	Influenza vaccination should be considered! Vaccination against pneumococcus should be considered! A Diabetes Cycle of Care is overdue for completion!



7

PRACTICE MANAGER – SENT EREFERRALS

SeNT Referrals

Patient name: Penny ANDERSON DoB: 04 Jul 1993

Patient view - Penny ANDERSON

Parked referrals	HNE LHD referrals	Non-LHD referrals			
Search			Filters	~	Reset table

Provider 1	Status †↓
Hunter New England Health	Received
Hunter New England Health	Received

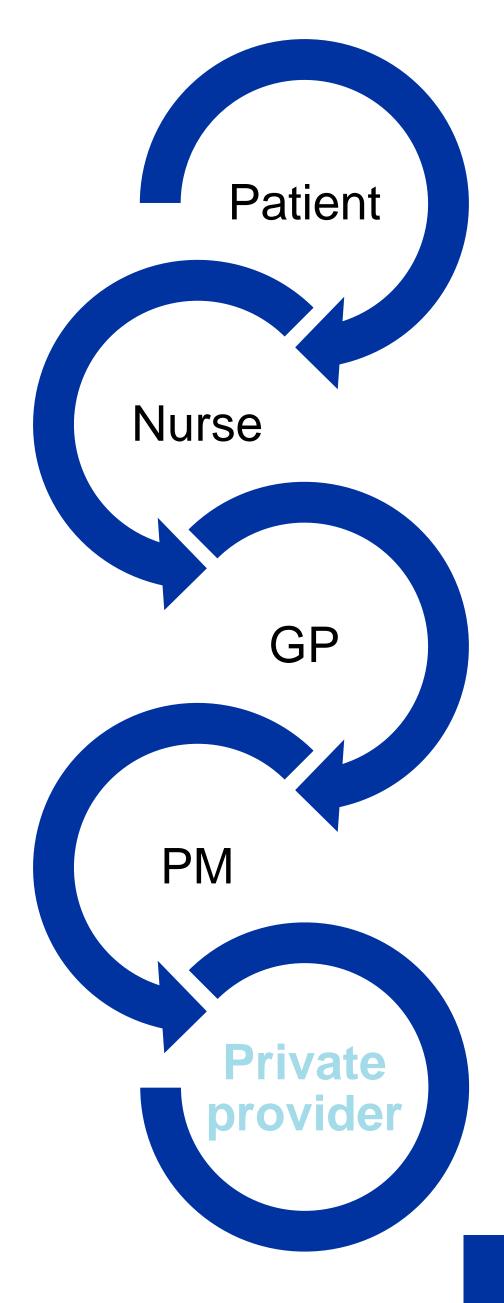
A Practitioner	🐣 Send feed	dback	
Patier	nt view Practice vie	iew	
	Create referra		
ible			
Practice view administrative of for all eRefe	overview		

Patient urse GP LHD



PRIVATE REFERRALS - WHAT'S IN IT FOR ME?

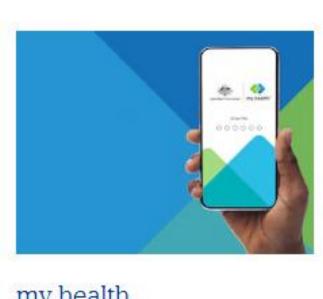
- Private Specialists and Allied Health Providers are only listed in SeNT by consent.
 Private eReferrals are delivered to a secure web portal almost immediately upon
- Private eReferrals are delivered to a secure web por submission.
- BPAC run 'Dead Letter' monitoring and any delivery failures are requeued and resent.
- Receiving Specialist or Allied Health practices receive an email advising them that they have received a referral. The email contains a hyperlink to the BPAC Referral manager website.
- All Private referrals are monitored by PHN team to ensure they are accessed in a clinically safe timeframe and are followed up within set protocols.





Primary Care Improvement Officers will be in touch regarding training for nurses, practice managers, and GPs.

For more information please visit our Health-e Together Digital Care Toolbox



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HealthPathways



My Health Record LEARN MORE



Provider Connect Australia LEARN MORE



Telehealth LEARN MORE



Secure messaging LEARN MORE



eRequesting LEARN MORE



ePrescribing LEARN MORE



Cyber security



HUNTER NEW ENGLAND Integrated Care Alliance

Thank you

Please send questions to ereferral@thephn.com.au

PHN team - Jaclyn Allison, Peter Mullen, Hannah Beamish, Marilyn Dickson HNE LHD team - Kylie Bennetts, Ian O'Dea April 2023



Health Hunter New England Local Health District





An Australian Government Initiative



