



# John Hunter Hospital Outpatient Services



Kylie Bennetts  
Clinical Coordinator,  
Referral Management & Contact Centre  
John Hunter Hospital Outpatient Service

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# JHH Outpatient Service

We manage clinics and/or referrals for the following services



## Surgical Specialist Outpatient Services

Orthopaedics (including Paediatrics)  
Neurosurgery (including Paediatrics)  
Ophthalmology (including Paediatrics)  
Ear Nose and Throat (including Paediatrics)  
General Surgery  
Colorectal Surgery  
Maxillofacial  
Urology  
Vascular Surgery  
Trauma Surgery  
*Renal Transplantation / Vascular Access\**  
*Stomal Therapy\**

\* *JHH Outpatient Service does not oversee referral management*

## Medical Specialist Outpatient Services

Dermatology (including Paediatrics)  
Rheumatology (including Adolescents)  
Cardiology  
Gastroenterology  
Immunology  
Infectious Diseases  
Nephrology  
*Endocrinology\**  
*General Medicine\**  
*Neurology\**  
*Respiratory\**  
*Diabetes\**  
*Psychology\**  
*Hunter Integrated Pain Service\**  
*Rehabilitation\**

# JHH Outpatient Service

We do NOT manage every Outpatient Service in JHH



## The JHH Outpatient Service does NOT manage

- The JHH Children's Hospital Outpatient Clinics/Referrals
- The JHH Maternity & Gynaecology Service Outpatient Clinics/Referrals
- Imaging Services
- Diagnostic Testing Requests ( Cardiology, Respiratory, Neurology, other)

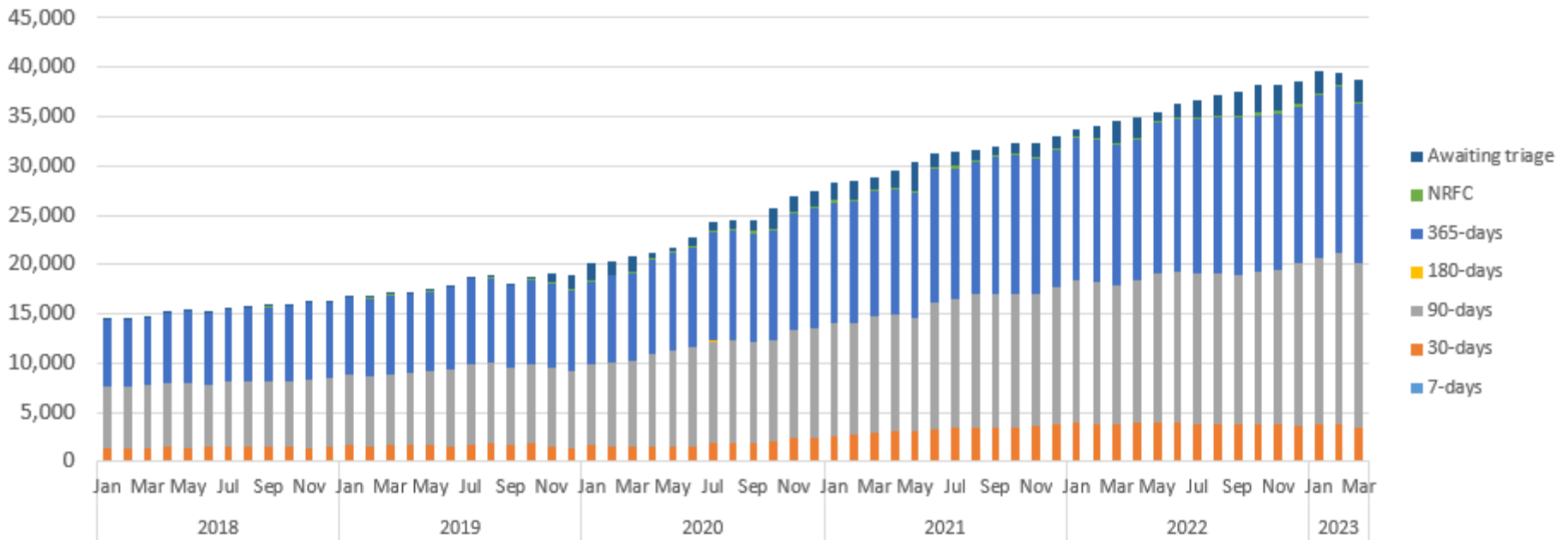
# Combined Waiting List

(all Waiting Lists managed by JHH Outpatient Service)



Approx 39,000 patients in total

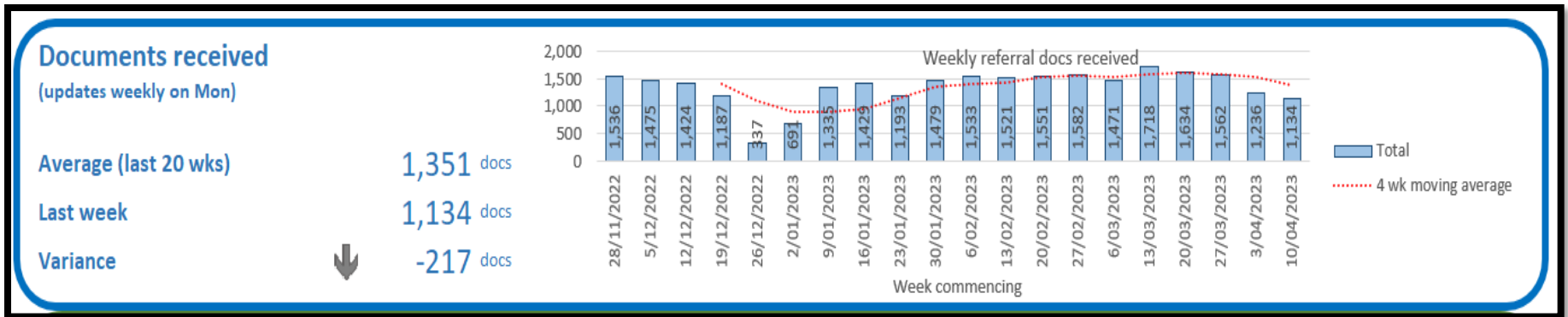
Patients on the JHH Outpatient Service waitlist





# JHH Outpatient Service – referral activity

- Referral Numbers are Large:
  - 1300 -1400 received on average each week
  - 260 – 280 referrals received a day ( using a 5 work day week)



# How does your practice submit referrals to JHH Outpatient Service?



# Why are SeNT E- Referrals our preferred option?



	SENT E Referral	Faxed Referral	Emailed Referral
Immediate Delivery into the JHH Referral Management System	✓	✓	Manual uploading ✗
<u>Patients Name</u> – instantly viewable	✓	✗	✗
<u>Specialty</u> – instantly viewable	✓	✗	✗
<u>Urgency</u> – instantly viewable ( ensures urgent referrals are identified & triaged asap)	✓	✗	✗
Complete Patient & GP details	✓	✗	✗
Developed with input from JHH Specialist Teams (inline with Health Pathways)	✓	✗	✗
Pulls clinical info from GP Software (reduced rate GP will need to provide additional info)	✓	✗	✗
Standardised Format & Legibility guaranteed	✓	✗	✗
Update option – can add info to previous referral (not required to write new referral)	✓	✗	✗
Designated Tech Support	✓	✗	✗



Quality referrals delivered securely

*eReferral SeNT every time*



## SeNT E -REFERRAL:

- Automatically delivered to the correct place every time.
- Minimises delays in referral processing & ensures the referral is available for triage in the quickest possible timeframe.
- Provides detailed clinical information for informed & accurate triaging.
- Reduces the need for JHH to request additional clinical information from the GP
- Developed in partnership with JHH Specialists
- Secure



# What does the Referral Management System look like at the JHH end?



## Referral Information Management System v7.2.9

Hunter New England Local Health District

Incoming Urgent Specialty Triage Finalise Inquiry Reports

### Incoming Documents

Document Type

NEW

All Documents

Filter Table

Received Date

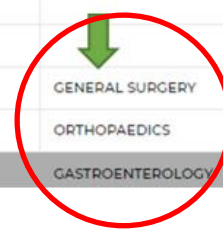
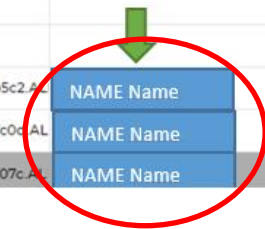
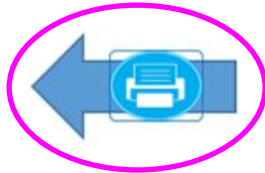
01/04/2022

Specialty

All Specialties

Clear Filter

Document	Patient Name	MRN	Received Date	Clinic	Specialty	Status	Urgency
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20220401052753_2022417402368.pdf			01/04/2022 07:37	RMC CLINICS		NEW	
20220401055653_2022418102237.pdf			01/04/2022 08:06	RMC CLINICS		NEW	
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# Referrals and Clinical Risk



Referring your patients to the JHH Outpatient Service using SeNT E-Referrals gives them the best opportunity to have the referral triaged accurately in an appropriate timeframe by our specialty services.

It minimises any clinical risk.

**Quality referrals delivered securely**

*eReferral SeNT every time*



# How does your practice

## - identify who & where to send a referral?



### Does your practice have to maintain Service Directories ?

- private rooms vs public rooms
- Current doctors & specialties
- Contact details for the current doctors, specialties & where they work
- Varied processes and clinical forms needed for referring
- Doctors who have retired or not working at the hospital

2 useful resources that assist in keeping you up to date?



Community  
HealthPathways

# How will your practice submit referrals in the future?



1. Please strongly encourage your Doctors to use SeNT if it is installed.
2. If not installed – check with the PHN if you can have it installed.
3. Faxing is the only other option and only if SeNT is not available.
4. Emailed referrals are not accepted, unless there are exceptional circumstances.

# Thank you

Kylie Bennetts

Clinical Coordinator

Referral Management & Contact Centre

JHH Outpatient Service

[Kylie.Bennetts@health.nsw.gov.au](mailto:Kylie.Bennetts@health.nsw.gov.au)

02 49647 190

