

Introduction to Electronic Referrals

General Practitioners

10th April 2024



Central Coast Local
Health District

Eloise Warren
Medical Director, CCLHD Staff Specialist

Siddharth Ramani
Project Manager, eHealth

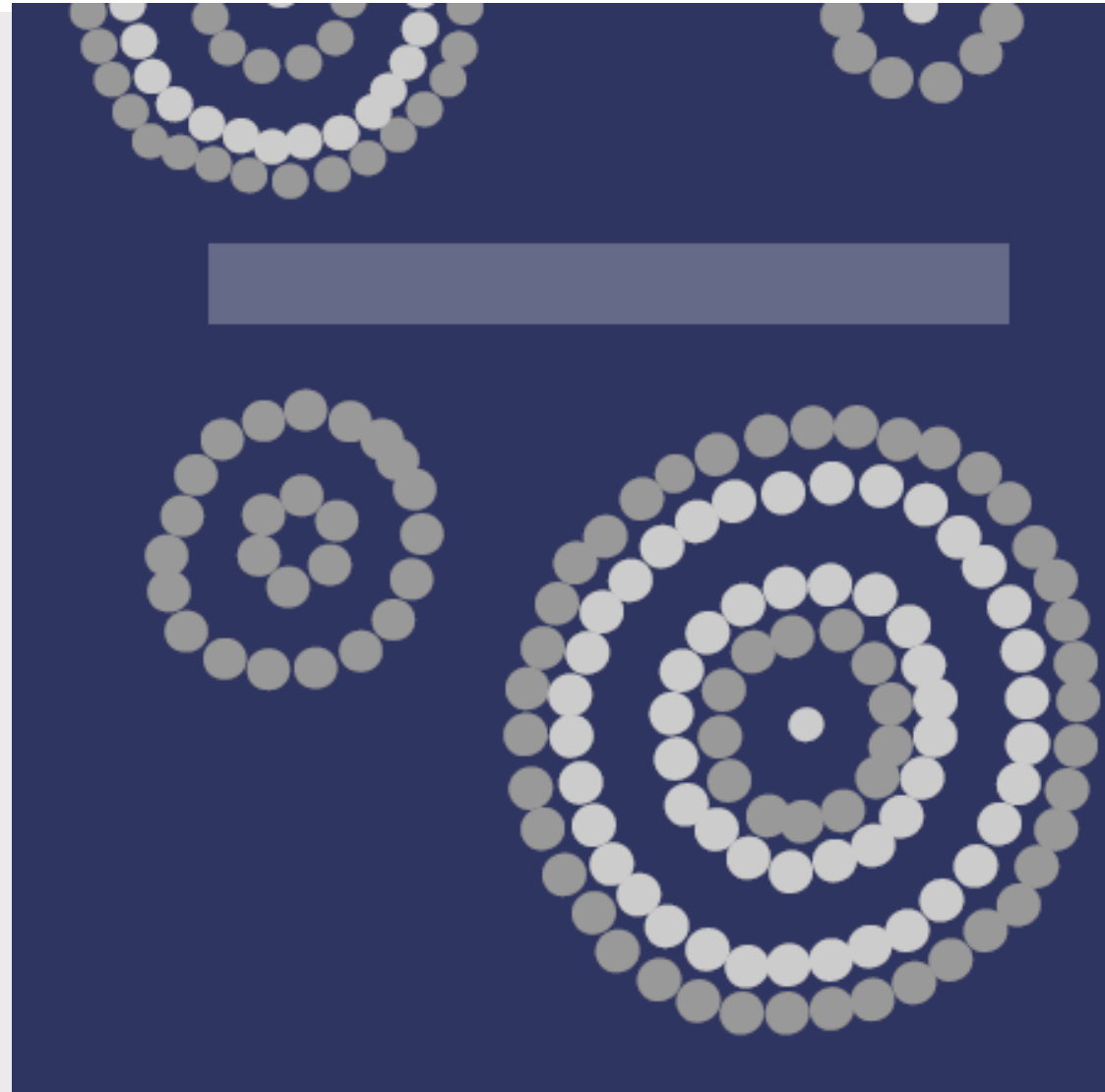
Shiromee Gasperson
Change Manager, LHD



Health
Central Coast
Local Health District

Welcome

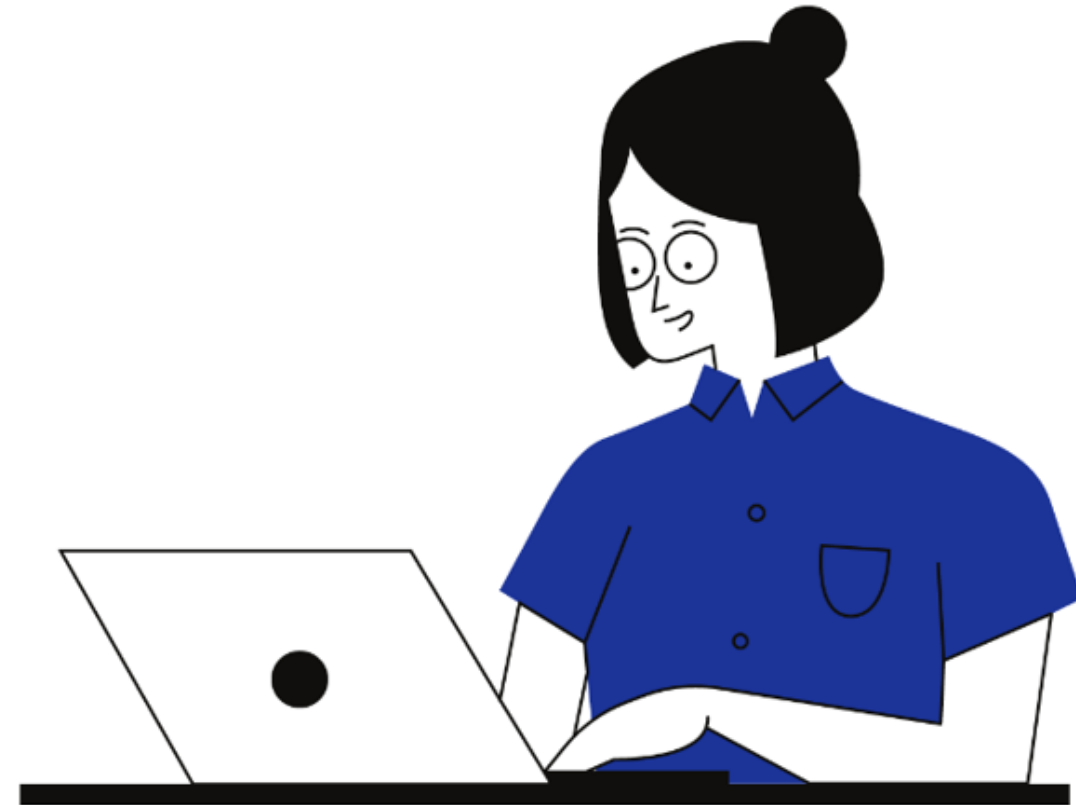
We acknowledge the First Nations peoples of Australia as the Traditional Custodians of the land on which we work and live. We pay our respect to Elders past, present and future and extend that respect to all Aboriginal and Torres Strait Islander peoples within Central Coast



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



Sarah Hoolihan, Primary Care Improvement and Digital Health officer, PHN

- PHN support for digital health initiatives

Dr. Elly Warren, Medical Director, CCLHD GP Staff Specialist

GP - Your Family Doctors, Erina

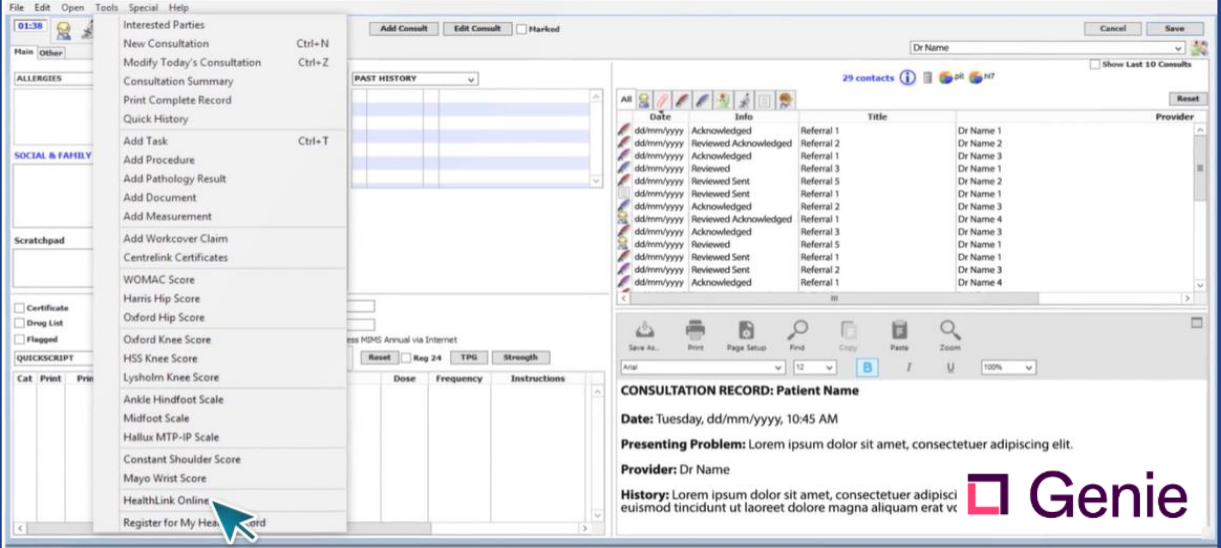
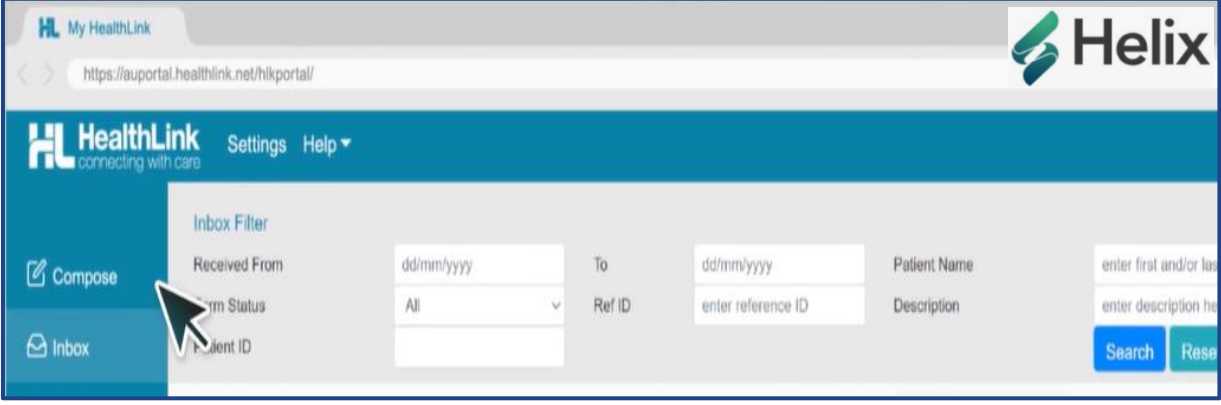
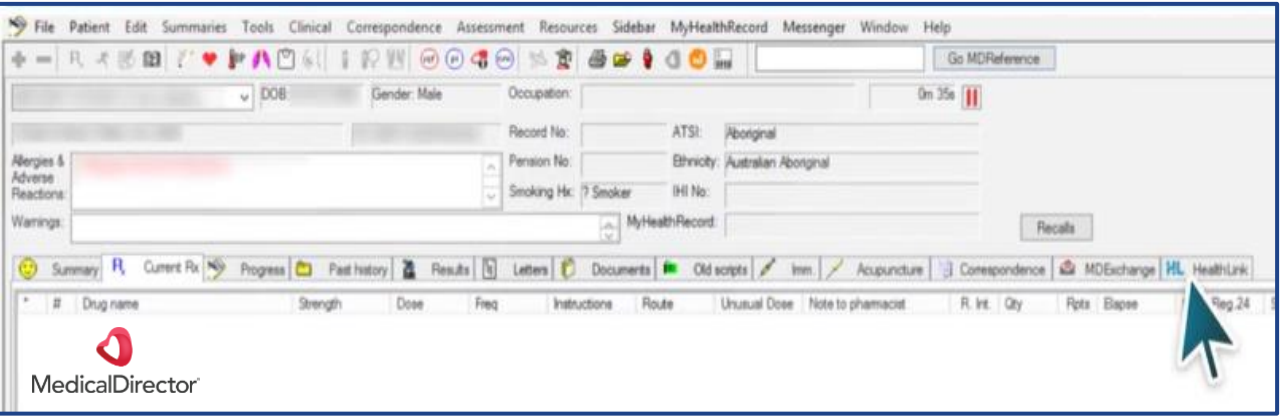
- eReferral Benefits and Healthlink Experience

Siddharth Ramani, eReferral Project Manager, eHealth NSW

- Demo eReferral HL from GP PMS to Outpatient clinic eRMS

Shiromee Gasperson, Change Manager, CCLHD

- CCLHD Scope & Support During Transition



Existing software

Free to use

Familiar system

HealthLink SmartForms will be enabled in more GP / Specialist software in 2024

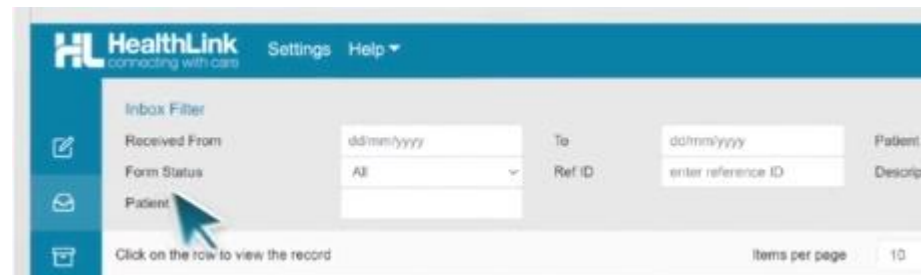
SmartForms ready



SmartForms coming



MyHealthLink Portal



The RACGP advocates for the use of secure messaging systems because they are the **safest**, most **secure** and most **efficient** communication method”.

RACGP position statement: Safe and effective electronic transfer of information to and from general practice



RACGP

Royal Australian College of General Practitioners



Central Coast eReferrals



Hunter New England
SeNT eReferrals



HealthPathways

Central Coast NSW

<https://centralcoast.communityhealthpathways.org/>



- [HealthLink Electronic Referrals overview page](#)

HealthLink Electronic Referrals

Background

About HealthLink electronic referrals [▼](#)

Central Coast Local Health District (CCLHD) HealthLink eReferrals

Central Coast general practices will now have access to send electronic referrals through HealthLink. These CCLHD e-Forms are only accessible to a confined list of general practices within/nearby CCLHD geographical location/catchment area.

Referrals sent via other methods (i.e., fax, mail, email, or in-person) will no longer be accepted from the go-live date. All referrals must be managed electronically.

HealthLink eReferrals are integrated within the following practice management software programs:

- Best Practice
- Genie
- Medical Director
- Medtech Evolution
- Shexie Platinum
- Zedmed

Users benefit from capabilities such as pre-population, field validation and consistency checks, conditional visibility, intuitive layout, support for attachments, and ability to save and return to the draft referral at a later time ("parking").

From these software programs, users can select a form, automatically pre-populated with data from the electronic patient record, and have it validated and sent securely to the intended recipient, with an acknowledgement of receipt provided electronically. A copy of the form will automatically be stored securely in the patient's record.

CCLHD Services accepting HealthLink eReferrals

The following CCLHD services will receive patient referrals via HealthLink eReferral from 9 April 2024:

- Central Coast Specialist Centre – Neurology. See also [Non-urgent Neurology Assessment referral page](#).
- CCLHD – Antenatal Services. See also [Low Risk Obstetric and Maternity Referrals](#), and [High Risk Obstetric and Maternity Referrals](#).
- Gosford Hospital – Gynaecology. See also [Non-urgent Gynaecology Assessment referral page](#).
- Gosford Hospital – Paediatric Outpatients. See also [Non-urgent Paediatric Assessment referral page](#).

If the clinic you wish to refer your patient to is not currently taking eReferrals, consult the appropriate HealthPathways referral page for information about currently available referral processes.

Expansion of the electronic referral solution to more CCLHD services will follow.

To register for HealthLink eReferral

If your practice uses the following general practice software, HealthLink can be integrated into the system at no cost:

- Best Practice
- Genie
- Medical Director
- Medtech Evolution
- Shexie Platinum
- Zedmed

To see if your general practice software version is compatible with HealthLink SmartForms, see the [HealthLink eReferral Smart Form Readiness](#) [☑](#).

No separate logins are required.

Agenda



- Webinar Presenters
- Overview – eReferral solution (eRMS)
- HealthLink SmartForms
- eRMS GP notifications
- Referral update feature
- eReferral Benefits
- Resources for GP
- CCLHD Scope & Support During Transition
- Q & A

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:

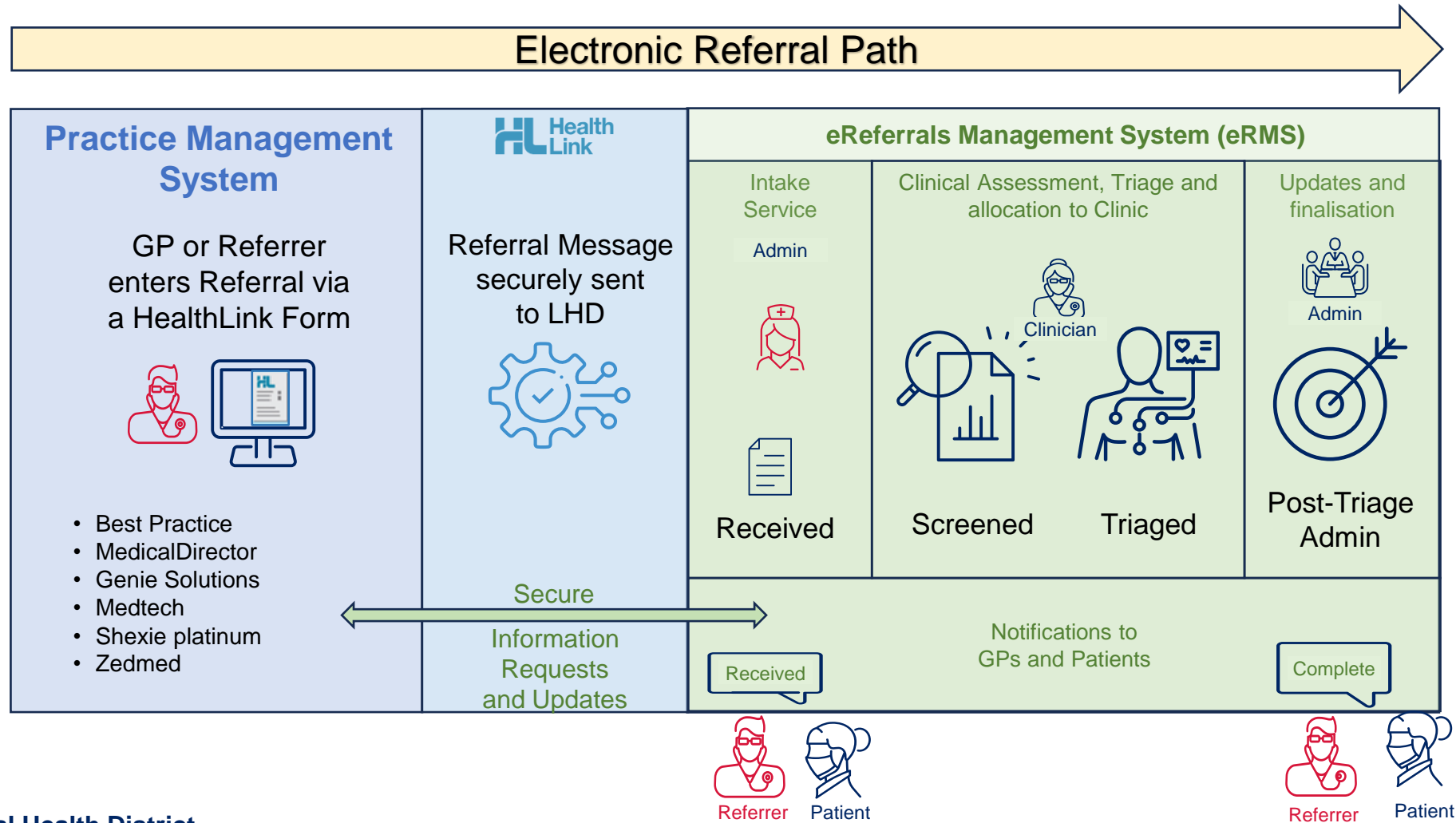
eHealth NSW is partnering with the Ministry of Health to develop a **state-wide digital Engage Outpatients solution**.



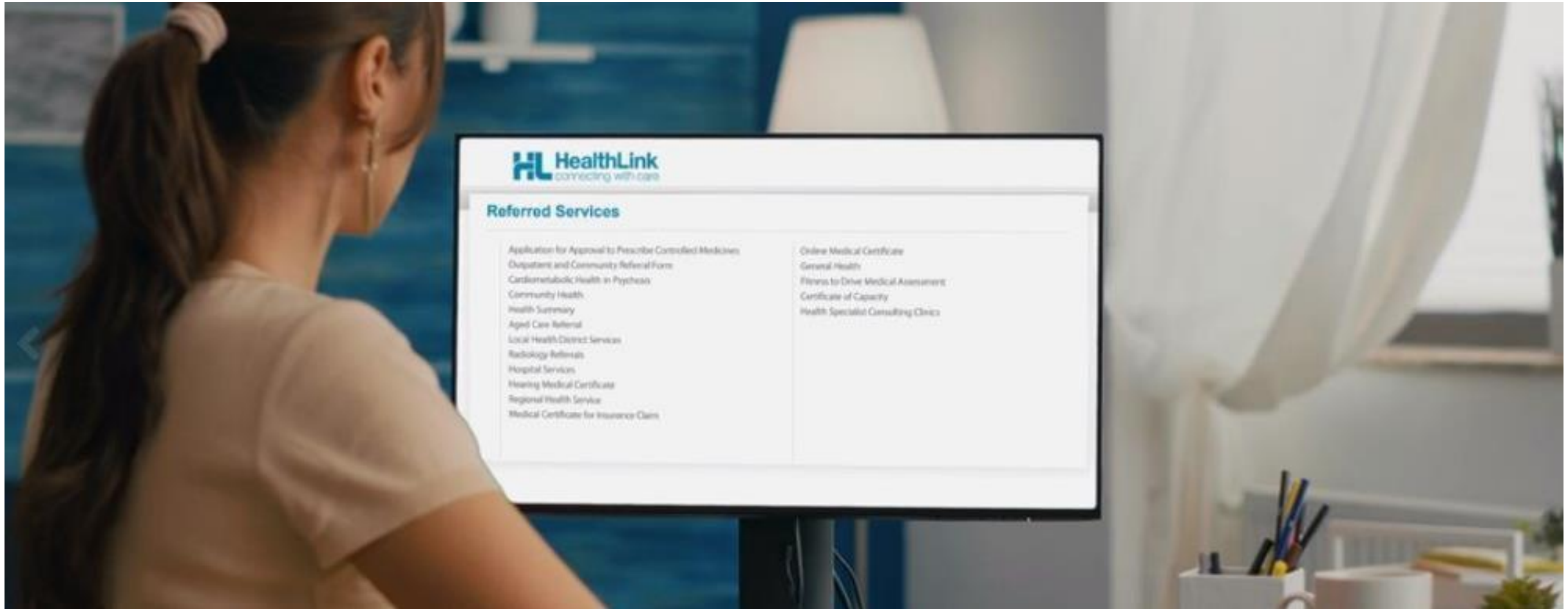
Target group:

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

Overview – eReferral Solution



Demonstration – HealthLink Form



Referral Notifications

Notification Type	Referrer (e-Referrals)	Referrer (Non-eReferrals fax, paper etc.)	Patient/Carer*
On Receipt	✓	✗	✓
On Hold (Request for additional information)	✓	✗	✗
Message to Referrer (Adhoc communication)	✓	✗	✗
Screening Outcome – Not Accepted	✓	✗	✓
Screening Outcome – Accepted	✗	✗	✗
Triage Outcome – Accepted & Not Accepted	✓	✗	✓
Reassigned Outcome	✗	✗	✗
Redirected Outcome	✓	✗	✓
Cancelled Outcome (Withdrawn by patient, Withdrawn by referrer, Unable to contact patient or Referrer did not respond)	✓	✗	✓

* The eRMS will send patient/carer notifications for **all referral types** (eReferrals, faxed, or manually entered “paper” referrals) if the communication preference is "SMS", "Email" or "SMS and Email". Patient/carer notifications are also available in 10 different languages.

GP Notifications

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

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

Upcoming Features



The Update Referral feature allows the referrer

To review open referrals for a patient and submit additional information in response to request from LHD for an on-hold referral.

To send an update where new information is available, or a patient's condition or circumstance has changed.



Benefits

This will allow referrers to keep track of all updates to relating to a referral centrally

LHD staff workflow for referral updates will be simplified and error free.



Timeline

Webinar and demonstration June 2024

Dr. Elly Warren

Medical Director, CCLHD GP Staff Specialist

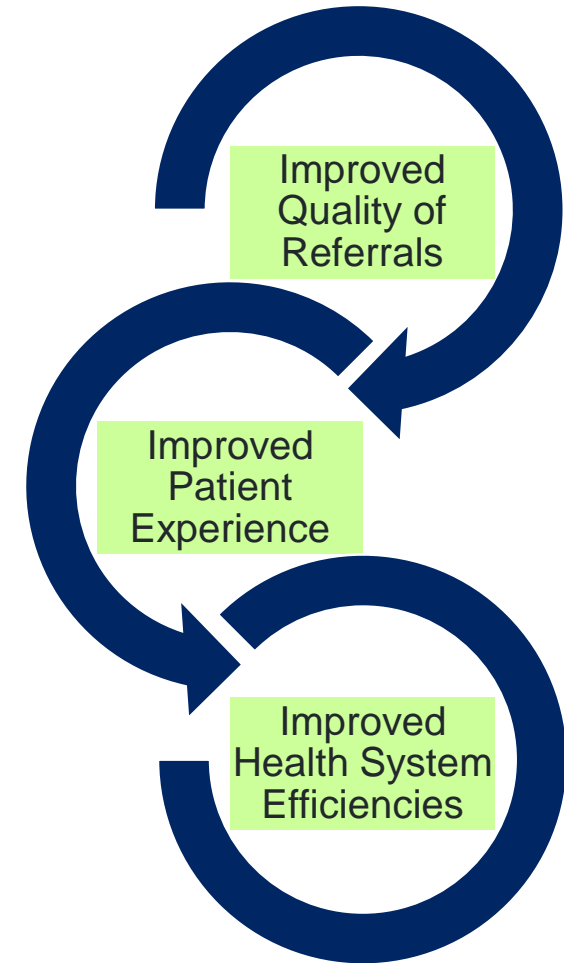
Chair of GP Collaboration Panel

Your Family Doctors, Erina

Benefits and experience overview.

eReferral Benefits

- Near real-Time Transmission from GPs with Acknowledgement - no lost referrals or delays
- Fully integrated and supported by all leading GP software vendors
- 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



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
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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

Siddharth Ramani

eReferral Forms Project Manager, eHealth
Siddharth.Ramani@health.nsw.gov.au

Christian Ing

Project Manager, CCLHD

Christian.Ing@health.nsw.gov.au

HealthPathways – HealthLink



HealthLink – Electronic Referrals

[Home](#) / [Our Health System](#) / [HealthLink Electronic Referrals](#)

HealthLink Electronic Referrals

Background

[About HealthLink electronic referrals](#) ▼

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HealthPathways – HealthLink





HealthLink – Non-Urgent Gynaecology Assessment Form

Public

Gynaecology

1. Check providers for specific criteria.
2. Prepare the standard referral information .
3. Contact the provider .

Gosford Hospital - Gynaecology	Gosford	
Wyong Hospital - Gynaecology	Hamlyn Terrace	

4. Inform the patient:
 - Ensure they are aware of the referral and the reason for being referred.
 - They should advise of any change in circumstance e.g., getting worse or becoming pregnant, as this may affect the referral.

CCLHD Clinic Scope

*Antenatal, Gynaecology, Paediatrics Outpatient Services
Neurology (Specialist Centre) Clinic*

Antenatal – see Central Coast HealthPathways:

- Low Risk Pregnancy Assessment
- High Risk Pregnancy Assessment

Gynaecology – see Central Coast HealthPathways:

- Non-urgent Gynaecology Assessment

Paediatrics – see Central Coast HealthPathways:

- Non-urgent Paediatric Assessment

Neurology (Specialist Centre) – see Central Coast HealthPathways:

- Non-urgent Neurology Assessment

Support During Transition – PHN and CCLHD



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

For any eReferral queries before implementation contact:

- PHN support staff
- Email HealthLink Support - helpdesk@healthlink.net for assistance in setting up eReferral Forms

How do you feel about your current referral creation process?

Please complete this 2 minute survey using this QR code:



Questions?

