

# SeNT eReferrals

Peter Mullen (PHN), Hannah Jenkins (PHN), Ruth Toneguzzi (HNE LHD)

April 2022

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





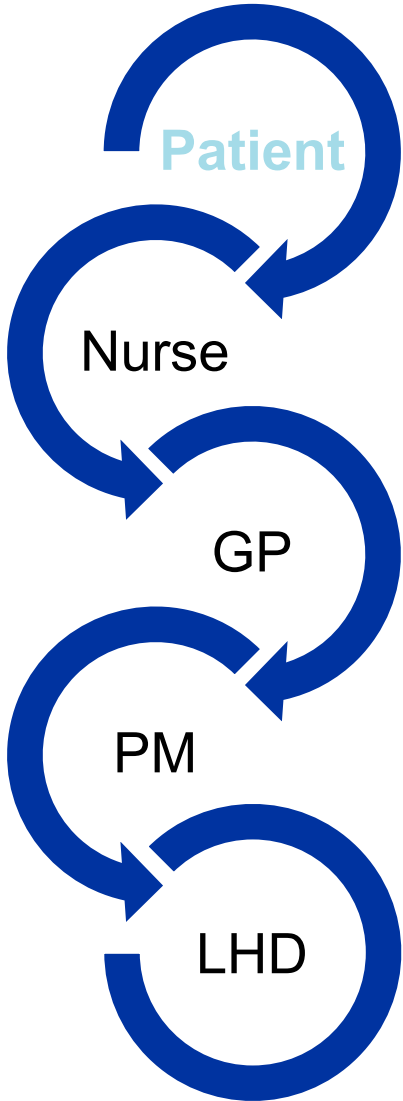
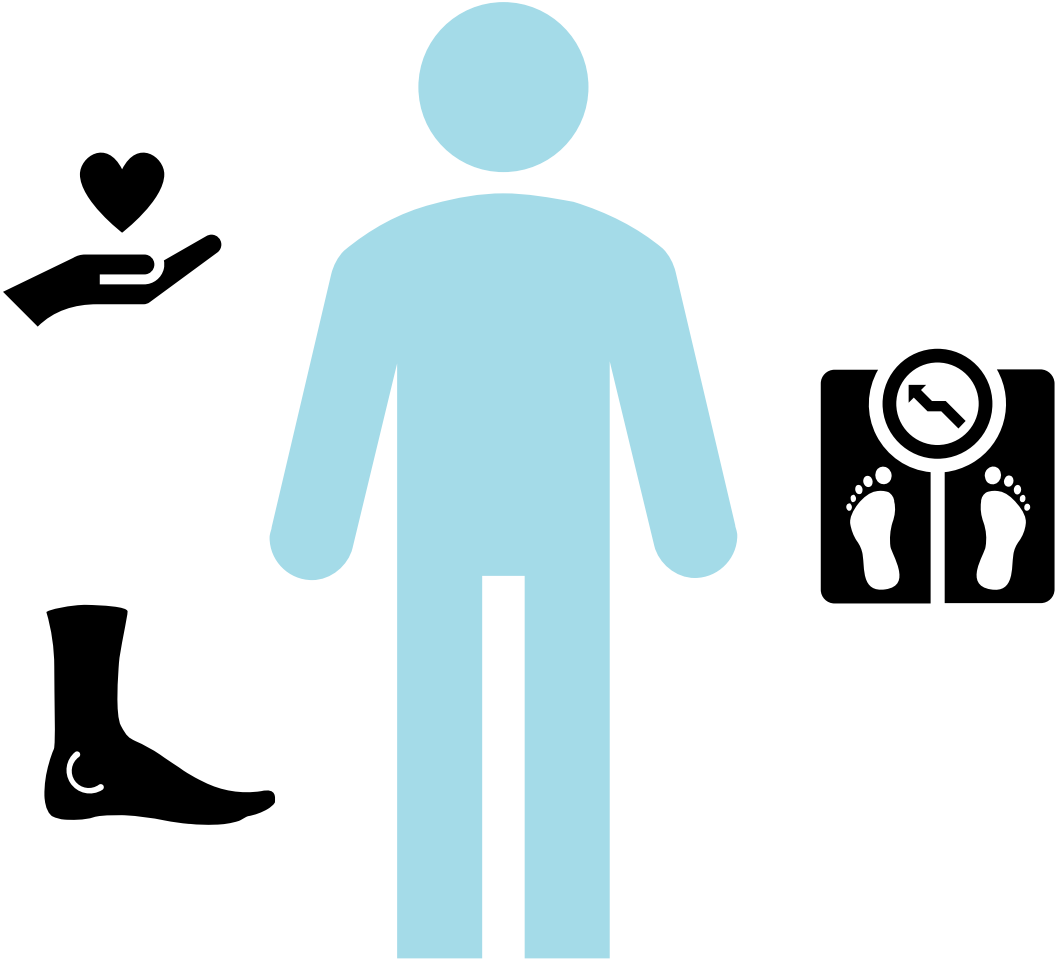
## CONTENTS

1. Recent SeNT enhancements
2. Hunter New England LHD referral management
3. Private referral journey





# PATIENT JOURNEY



# NURSE – SENT EREFERRALS

SeNT Referrals

Ms. Nadine Nurse Send feedback

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

You are accessing SeNT Referrals as a nurse. To submit referrals you will need to sign in to your clinical software as a GP or Nurse.

**Referral information**

Referral date: 30 Mar 2022

Referral length: 12 months Indefinite

Referral type: New Referral Other

**Referral recipient**

\* Specialty and condition: Exercise Physiology - Older People

\* Priority: Urgent Non Urgent

\* Facility type: Private Public

\* Geographic location: Newcastle/ Lake Macquarie/ Port Steph...

\* Provider name: Ethos Health - Exercise Physiology Ser...

Referral address: Ethos Health - Exercise Physiol

\* Date patient consented to referral: 30 Mar 2022

Patient will consider telehealth?: Yes No Not stated

Are you the patient's usual GP?: Yes No

**Specialty clinical information**

**Standard clinical information**

**Patient information**

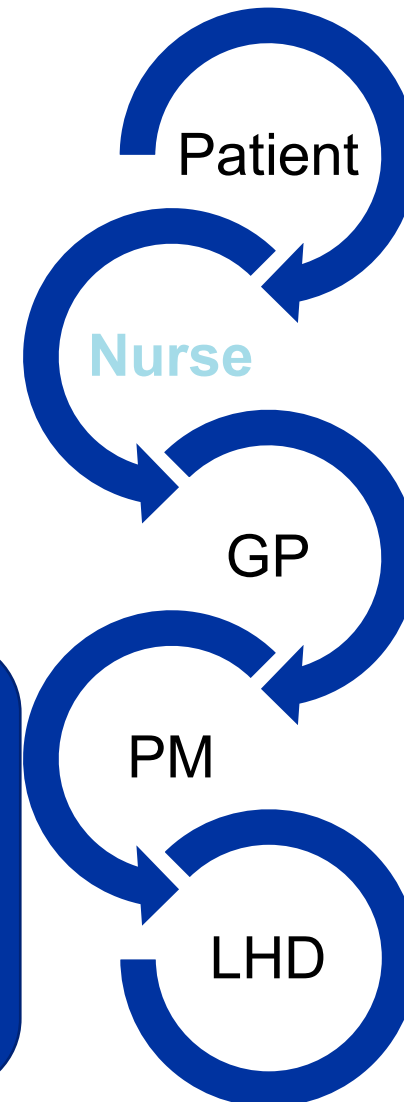
**Insurance information**

**Referring GP's information**

**Attachments**

Submit referral Park referral Referral cancelled Cancel referral Missing fields 2

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Nurses can commence and park referrals for GPs to review and submit

# GENERAL PRACTITIONER – SENT EREFERRALS

Hunter New England  
Community HealthPathways  
Hunter New England

Search Community HealthPathways

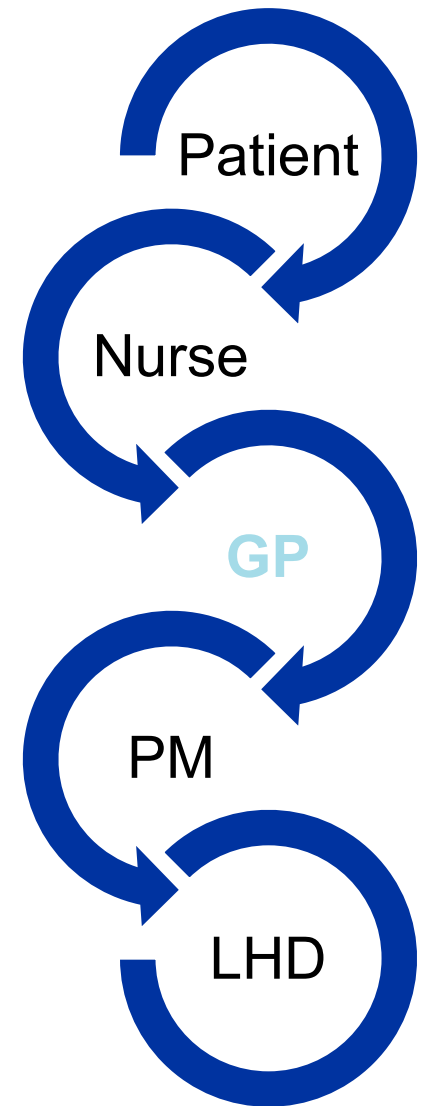
Diabetes Referrals / Diabetes Specialist Referrals

### Diabetes Specialist Referrals

See also Diabetes Alliance Integration Initiative.

Resume referral   Copy referral   Delete referral

Copy function creates a new referral pre-populated with content from the original referral



# PRACTICE MANAGER – SENT EREFERRALS

SeNT Referrals Ms. Susan Senior Re... Send feedback

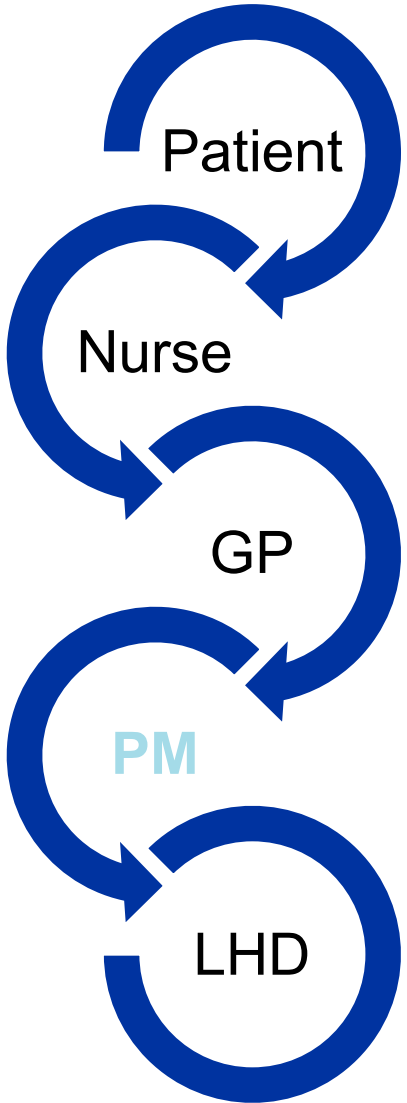
Patient name: Peter Smith DoB: 30 Mar 1952 Patient view Practice view

### Practice view - Hunter New England Health

You are accessing SeNT Referrals as an administrator. To perform any referral actions you will need to sign in to your clinical software as a GP or Nurse Practitioner.

Provider ↑↓	Status ↑↓
Hunter New England Health	Received
Hunter New England Health	Received

Practice view allows administrative overview for all eReferrals



# John Hunter Hospital Outpatient Services



Ruth TONEGUZZI  
Clinical Coordinator  
Contact Centre (incl referral management)

5<sup>th</sup> April 2022





# JHH Outpatient Service (OPS) –

is there only 1 centralised outpatient service for JHH referrals?

# NO

- Multiple Entry Points
- Multiple Services



## Maternity & Gynaecology Services

## Medical & Interventional Services

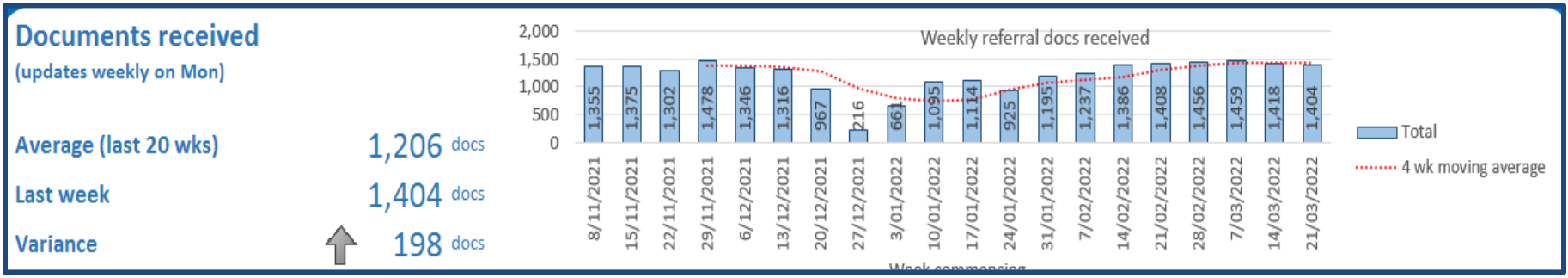
## Surgical Services

 Diabetes	 Surgery	 Radiology	 Neurology
 Otology	 Ophthalmology	 Rhinology	 Oral Health
 Cardiology	 Gastroenterology	 Pulmonology	 Hepatology
 Gynecology	 Urology	 Osteology	 Orthopedics





# JHH Outpatient Service – referral activity



300/day

1200/week

63000/year



other services

# How does your practice currently send referrals?



# 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 & where is your referral received?

Depends on which modality is used to send it.

What if my admin team or the patient calls to find out if it has been received?



## 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

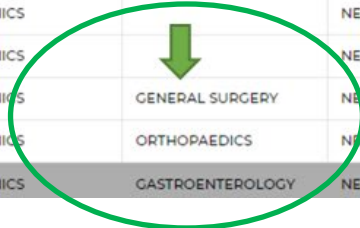
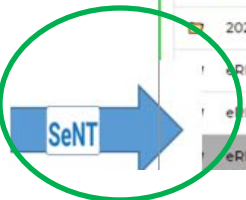
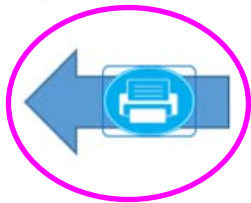
01/04/2022

Specialty

All Specialties

Clear Filter

Document	Patient Name	MRN	Received Date	Clinic	Specialty	Status	Urgency
00449575_2022419301766.pdf			01/04/2022 09:28	RMC CLINICS		NEW	
20220401052753_2022417402368.pdf			01/04/2022 07:37	RMC CLINICS		NEW	
20220401055653_2022418102237.pdf			01/04/2022 08:06	RMC CLINICS		NEW	
20220401062505_2022418405386.pdf			01/04/2022 08:34	RMC CLINICS		NEW	
20220401062520_2022418405517.pdf			01/04/2022 08:34	RMC CLINICS		NEW	
20220401071630_2022418304409.pdf			01/04/2022 08:27	RMC CLINICS		NEW	
20220401071814_2022418304483.pdf			01/04/2022 08:29	RMC CLINICS		NEW	
20220401071835_2022418304588.pdf			01/04/2022 08:29	RMC CLINICS		NEW	
20220401071858_2022418405895.pdf			01/04/2022 08:30	RMC CLINICS		NEW	
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20220401071938_202241840694.pdf			01/04/2022 08:30	RMC CLINICS		NEW	
20220401071952_2022418406328.pdf			01/04/2022 08:31	RMC CLINICS		NEW	
20220401072157_2022418406386.pdf			01/04/2022 08:33	RMC CLINICS		NEW	
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REF.20220401_074716588.be987efc0732fc0d.AL	NAME Name		01/04/2022 08:48	RMC CLINICS	ORTHOPAEDICS	NEW	ROUTINE
REF.20220401_082227014.7b18c0b637f8f0c.AL	NAME Name		01/04/2022 09:23	RMC CLINICS	GASTROENTEROLOGY	NEW	URGENT



# How & where is your referral received?



Depends on which modality is used to send it.

Referral Information Management System v7.2.9  
Hunter New England Local Health District

Incoming Documents

Document Type: NEW

Filter Table: Received Date: 01/04/2022, Speciality: All Specialities

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eREF 20220401_074716588b9e987e10762f0d.AL	NAME Name		01/04/2022 08:48	RMC CLINICS	ORTHOPAEDICS	NEW	ROUTINE
eREF 20220401_0822270147618c0b637f9807c.AL	NAME Name		01/04/2022 09:23	RMC CLINICS	GASTROENTEROLOGY	NEW	URGENT



- Whose email address?
- Intended Service/department?
- Designated referral ONLY email?
- Security?
- Requires manual identification in the email box as being a referral
- multi step process to manipulate & upload the document into the original intended RIMS program for processing & triage

email?



# In Summary – lets review



Referral related factors & <b>Clinical RISK</b>	SeNT		
Secure /Cyber safety (Patient Confidentiality)	✓	✓	xxx
Patient Readily Identified	✓	x	xx
Urgency Readily identifiable	✓	x	xx
Specialty readily identifiable	✓	x	xx
↓ requests for additional information which can cause delay	✓	x	x
Update original referral in single document eg (add more info/results)	✓	x	x
Standardised format	✓	x	x
Legible	✓	?	?
GP Service Directory System (do not need to maintain)	✓	x	x
Immediate delivery to Referral System for processing & Triage	✓	✓	xxx
Admin Resources, efficiency, stationary costs	✓	xx	x
<b>Clinical Risk</b> due to delay/not reaching intended recipient for referral	✓	xx	xx

# Common goals of referral processing



1. Reach the intended recipient on 1<sup>st</sup> attempt
2. Clinical Review as soon as possible
3. Minimise the requests to provide extra information & await further clinical triage (delay)
4. Notification of outcome of referral triage (patient & referrer)

# How will your practice send referrals in the future?







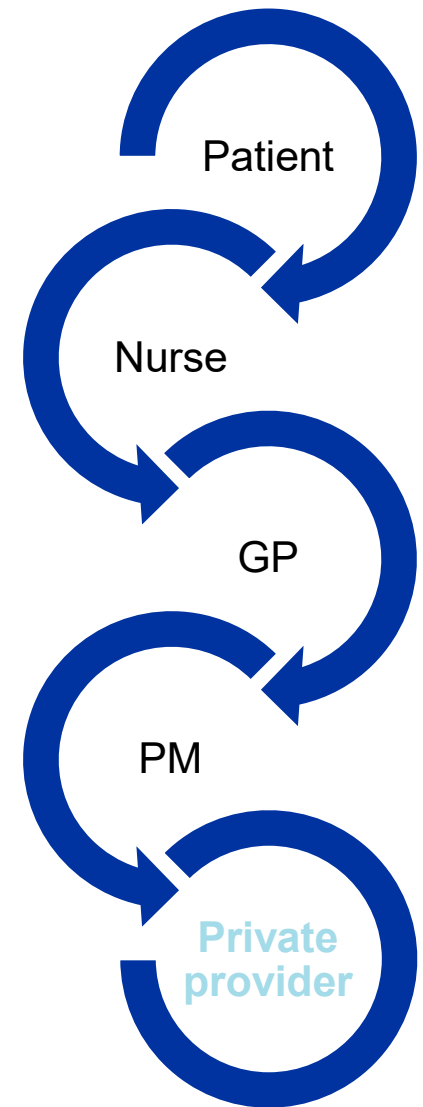
# Thank you everyone

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## PRIVATE REFERRALS

- Private Specialists and Allied Health Providers are only listed in SeNT by consent.
- Unlike HNELHD/Public referrals there is currently no electronic 'Received Receipt' sent for Private Referrals.
- Private SeNT eReferrals are delivered to a secure web portal almost immediately upon 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 but no referral/patient information.
- 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.



# HUNTER NEW ENGLAND Integrated Care Alliance

## Thank you

Please send questions to  
[ereferral@thephn.com.au](mailto:ereferral@thephn.com.au)

Peter Mullen (PHN), Hannah Jenkins (PHN), Ruth Toneguzzi (HNE  
LHD)

April, 2022



Health  
Hunter New England  
Local Health District

phn  
HUNTER NEW ENGLAND  
AND CENTRAL COAST

An Australian Government Initiative

