

Quality referrals delivered securely

eReferral SeNT every time

SeNT eReferral Services and people

BPAC Clinical Solutions – the clinically led Health Informatics organisation and owner of SeNT Referral. Headed by Emeritus Professor Murray Tilyard (GP, New Zealand), BPAC Clinical Solutions are a leading provider within New Zealand, Australia and the UK of electronic clinical decision support and electronic communication of medical data (SeNT Referral in the HNE region).

BPAC Informatics Australia – the Australian branch of BPAC Clinical Solutions. Headed by Greg Hayes, Australian Manager and supported by a team of Information and Computer Technology (ICT) experts who provide General Practices with technical support for SeNT Referral if required. This ICT service is funded by the PHN.

Commissioned Service Providers – Organisations or primary care providers who are funded by the PHN to provide primary care services to the community.

The following PHN Commissioned services are currently listed in SeNT and are receiving referrals:

- **Drug and Alcohol** – Residential Therapeutic Community program in the Hunter Valley and Opioid Substitution Day Therapy program in Newcastle are provided by We Help Ourselves. Listed in SeNT under Drug and Alcohol.
- **headspace Newcastle** – receiving youth mental health and drug and alcohol referrals are listed under Mental Health, Psychology and Drug & Alcohol. Note: headspace Tamworth coming soon to SeNT.
- **Primary Mental Health Access (PRIMA)** - the Central Access and Referral service for primary mental services in the region. Note: Hunter Primary Care is the organisation listed against this service currently for Newcastle, Lower & Upper Hunter, and Mid Coast regions. Can be found in SeNT under Mental Health and Psychology “Public” and service is called Primary Access (Central Intake). New England services will be added to SeNT in June 21.
- **Priority Allied Health Services (PAHS)** – access funded allied health services for rural patients.
 - New England and Northwest PAHS services are provided by HealthWISE and affiliates and listed in SeNT under Dietetics & Nutrition, Speech Therapy and Geriatric Medicine (Memory Assessment Program and Dementia Carer Support) and Physiotherapy.
 - Hunter and Mid-Coast PAHS services are provided by Hunter Primary Care and affiliates with Dietetics & Nutrition as the currently registered services.

- **Services for Aboriginal and Torres Strait Islander peoples**

- Integrated Team Care (formerly Care Coordination and Supplementary Service) provided by Hunter Primary Care for Newcastle and Lower and Upper Hunter; by Biripi for the Mid Coast and by HealthWISE in the New England North West. Search SeNT for Care Coordinator, Integrated Team Care (ITC) or CCSS, or Chronic Disease in Aboriginal or Torres Strait Islander Person.
- Indigenous Mental Health – Care Coordination, Peer Navigation, Group program and Suicide Prevention provided by Centacare in the New England North West region is listed in SeNT under Mental Health as the Centacare Gurrurru Maaruma-li Aboriginal Wellbeing Program.

Other services available for referral via SeNT

- **Indigenous Diabetes Clinic** - provided by HealthWISE as part of the Medical Outreach Indigenous Chronic Disease (MOICD) Program and listed in SeNT under Endocrinology, Podiatry and Exercise Physiology.
- **Youth Mental Health** - Jupiter provide free Psychology and counselling services for youth (12-18 years) who reside in the Salamander Bay and Tanilba Bay areas. The services are listed in SeNT under Psychology and Mental Health.

HNE Community HealthPathways – the collaboratively developed, intrinsically linked, and locally agreed clinical referral guidance that informs SeNT Referral.

HNELHD – Hunter New England Local Health District. The partner in the SeNT eReferral program providing outpatient services for patients. Over 95% of SeNT eReferrals are submitted to HNELHD as 'Public' referrals.

SeNT eReferral Clinical Content Team

A team of clinicians work behind the scenes with BPAC, HNE Service providers and the HealthPathways team to develop the SeNT form clinical content, ensure alignment with HealthPathways and advocate for GP referrers. The team includes three local GPs who use Best Practice or Medical Director with SeNT eReferral, the two SeNT Program Managers (PHN and HNELHD) and the GP Clinical Content Manager for BPAC Clinical Solutions in New Zealand.

Team members include:

- Dr Abe Mathew (GP, Upper Hunter)
- Dr Kristen Klimpsch (GP, Newcastle)

- Dr Jaimie Navalli (GP, Newcastle, and HealthPathways Clinical Editor)
- Dr Catherine Bradburn (GP, Clinical Content Manager BPAC Clinical Solutions NZ)
- Ian O’Dea (RN, SeNT Program Manager – HNELHD and HealthPathways Manager)
- Marilyn Dickson (RN, Digital Health Team Leader / SeNT program Manager – The PHN)

The team are available for contact and support for GPs to use SeNT or to listen to your feedback and suggestions. If you wish to speak with one of the team, please contact Marilyn (mdickson@hneccphn.com.au phone 0437 819 946) or Ian (Ian.ODea@health.nsw.gov.au phone 0400 062 183 - Tue-Fri) who can facilitate this.

The PHN – Hunter New England and Central Coast Primary Health Network. The primary care partner for SeNT eReferral working with General Practices, Private Specialists, Allied Health practitioners, PHN Commissioned Service Providers and other Non-Government organisations to improve provider and patient experience of referrals within primary care and from primary to secondary care.

(Last Updated May 2021)