

Secure Messaging

safe, seamless and secure
exchange of clinical information
between health and care providers.

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



Secure Messaging – What is it?



Secure messaging enables safe, seamless, secure exchange of clinical information between health and care providers.



PROVIDER TO PROVIDER

Provider Addressing Service enables health and care providers to easily find each other online.



SECURE EXCHANGE

Health and care providers, and those that support them, are able to exchange clinical information via a safe and reliable system.



NATIONAL CAPABILITY

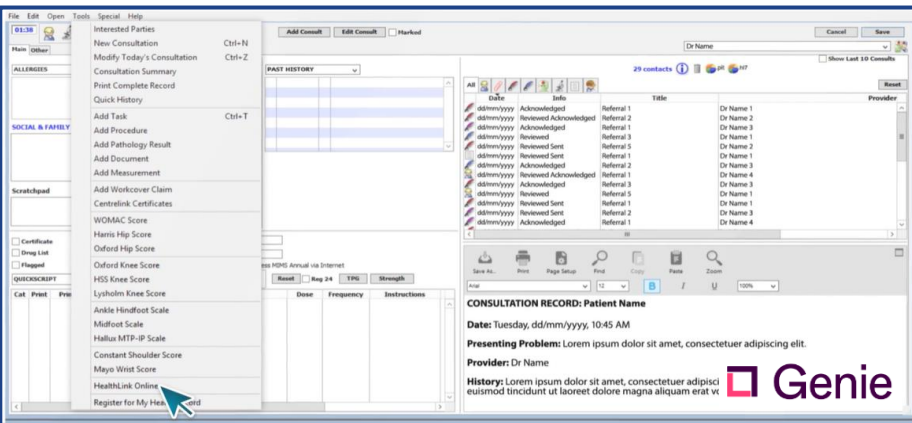
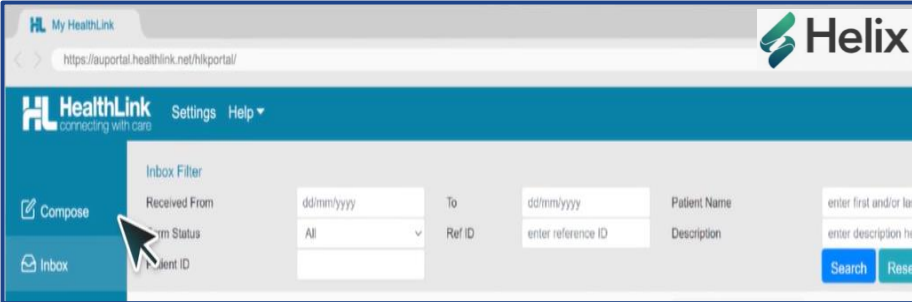
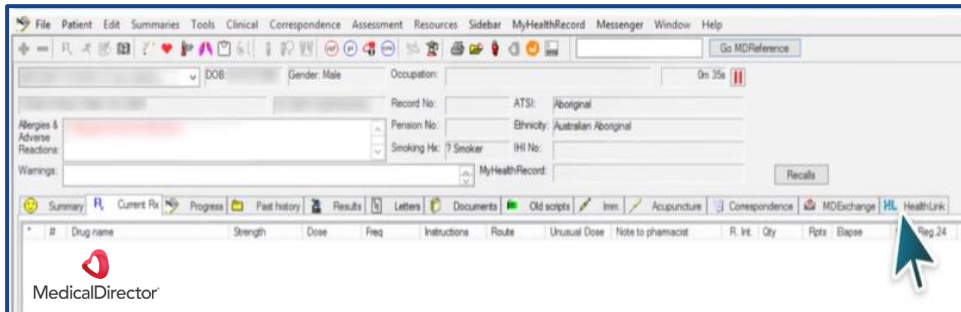
Reliable communication across the Australian health sector.



INTEGRATED CARE

Facilitating digitally enabled, integrated & coordinated care.





No new software

No cost to practice

No new system to learn

Secure Messaging Benefits

Secure exchange of clinical information



**Your patient can't lose a referral sent via secure messaging
- no more referral reprints!**

Visit the Agency's secure messaging webpage

The screenshot shows the digitalhealth.gov.au website for healthcare providers. The main heading is "Secure messaging" with the subtext "Ensuring the safe, seamless and secure exchange of clinical information between healthcare providers." Below this, there are navigation links: "What is secure messaging?", "What are the benefits?", and "Why implement secure messaging?". The "What is secure messaging?" section explains that the need for secure communication is increasing and that secure messaging is a core capability for interoperability and confidentiality. It also notes that secure messaging supports the delivery of clinical documents and other information between healthcare organizations. A callout box states: "The use of post, fax and email to share patient and clinical information puts it at risk." To the right, an "Additional information" section lists resources: "Implementation guides" and "Resources". Under "Resources", there is a "Fact sheets" section with four links: "Secure messaging user guide (PDF, 173.94 KB)", "Secure messaging fact sheet (PDF, 158.0 KB)", "Secure messaging frequently asked questions (PDF, 158.49 KB)", and "Secure messaging implementation guide (PDF, 158.27 KB)".

- Fact sheet
- Frequently asked questions
- Implementation guide
- User guide

digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/secure-messaging

How we assist with

- ▶ Allied Health
- ▶ Care for Older People
- ▶ Collaborations
- ▶ Commissioning
- ▶ Digital Health
- ▶ Domestic, Family and Sexual Violence
- ▶ First Nations Health
- ▶ **General Practice**
 - Accreditation
 - Cancer Screening
 - Chronic Kidney Disease
 - Diabetes
 - Digital Health in General Practice**
 - Heart Health
 - Immunisation
 - Lifestyle Risk Factors

Home > HOW WE ASSIST WITH > GENERAL PRACTICE

Digital Health in General Practice

Last updated May 19, 2023



PRINT

SHARE



The PHN is dedicated to helping general practices across the Hunter New England and Central Coast region to understand and make meaningful use of digital health initiatives.

The use of Digital Health can help improve the healthcare system for providers and help people live healthier lives, with greater control and better access to important health information.

Here you will be able to find resources and information that will assist your practice in the implementation of these initiatives, alongside the development and integration of quality improvement activities to support your digital health needs.

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Health-e Together Digital Care Toolbox.

This change management toolbox offers healthcare providers a range of resources, tools and techniques to support the implementation of digital change at different levels of digital health readiness.

The toolbox will assist healthcare organisations to recognise how digital health technologies are applied in practice to achieve greater efficiency in healthcare delivery and better health outcomes for consumers.



my health
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My Health Record
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Provider Connect Australia
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Telehealth
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Central Coast eReferrals
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Hunter New England SeNT eReferrals
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Secure messaging
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Cyber security
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eRequesting
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ePrescribing
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Digital Health in General Practice
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Data Quality in Healthcare
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How we assist with

- › Allied Health
- › Care for Older People
- › Collaborations
- › Commissioning
- › Digital Health
 - Electronic Prescriptions
 - My Health Record
 - Secure messaging
 - eRequesting
 - Cyber security
 - Central Coast eReferrals**
 - Hunter New England seNT eReferrals
 - Telehealth
 - Provider Connect Australia
 - Data Quality in Healthcare
 - my health
 - HealthPathways
- › Domestic, Family and Sexual Violence
- › First Nations Health
- › General Practice
- › Health Planning
- › Mental Health
- › Palliative and End-of-Life Care
- › Research
- › Rural Health Access
- › Workforce

What are eReferrals?

An eReferral is an electronic referral document that can be sent electronically from one healthcare service to another, using secure messaging technology rather than the current process of faxing or posting.

What are the benefits of eReferrals

- Real-time feedback to patient and referrer on the status of the referral
- Timely processing of patient referrals
- Auto population of clinical information into the patient's referral.

Comparison of referral submission methods

Function	Fax	Email	eReferral
Secure electronic submission	x	x	✓
In-built templates for referral automation	x	x	✓
Automatic referral receipt sent	x	x	✓
Original referral can be updated	x	x	✓
Integration with HealthPathways	x	x	✓
Paperless	x	✓	✓

For more information, frequently asked questions, system compatibility and to understand what you will need to do please visit [Central Coast Health Pathways](#) or the [Central Coast Local Health Districts eReferral website](#).

HealthPathways is NOT designed to be used by patients or general community members and as such a username and password are required to use the site. Clinicians without access can request password details by [contacting us](#).



Central Coast eReferrals

[LEARN MORE >](#)



Hunter New England SeNT eReferrals

[LEARN MORE >](#)

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



HealthPathways

Central Coast NSW

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

Username: centralcoast

Password: 1connect

For health professionals

- [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](#) [link](#).

No separate logins are required.