

Information for GPs

New Referral process for HNE Health and PHN services

From 1 May 2020, General Practitioners with eligible clinical systems will be required to submit referrals to HNE Health and PHN Commissioned services using the SeNT eReferral software. Eligible clinical systems are Medical Director and Best Practice software.

Why?

SeNT eReferral supports General Practitioners to safely deliver the required information to the right service and enable accurate and prompt patient triage. SeNT eReferrals are three times less likely to be sent back to General Practitioners for additional information or classified as not appropriated for care compared to traditional referral methods.

How?

SeNT eReferrals use locally agreed referral criteria and service information sourced from HNE Community HealthPathways. The PHN supports General Practice by funding the purchase and installation of the software and provide initial training for eligible users. The software is developed by the vendor BPAC and appears as a widget within the practice clinical software.

Hunter New England Health has systems in place to receive SeNT eReferrals and provide General Practitioners with an electronic message when an eReferral has been received.

What does it mean?

For Patients: Personal and clinical referral information is sent securely between their General Practitioner and the referred service. eReferrals includes what is required by the receiving service including any specific information, tests and pathology results that can be provided by the General Practitioner.

For General Practitioners: SeNT eReferral enables GPs to refer to public and private specialists, as well as allied health and community services. Patient demographic and clinical information is extracted from the practice clinical software. Provider and service information is centrally maintained and accessible from within SeNT eReferral. A new version of the software will be available early in 2020 and will include additional features including saving an eReferral and amending already sent eReferrals.

What to do?

- If you are a GP and require SeNT eReferral to be installed, please visit the BPAC website and fill in your practice details, a member of the team will then contact you: <https://www.bpacolutions.com.au/practice-registration/>
(Please note: all installation and technical support services are provided through BPAC not the PHN)
- If you would like to view training resources, please visit the BPAC website: <https://www.bpacolutions.com.au/support/>
- If you are a GP already using SeNT software but require further training or an update on how to use the program, please contact the relevant PHN Digital Health Team member below or email: ereferral@hneccphn.com.au
- If you are a GP already using SeNT software and require technical IT support with the program, please contact BPAC Clinical Solutions on: 1800 247 544.
- If you are using SeNT software and you have noticed missing referral or service information, please go to the HealthPathways website and send your feedback via the blue feedback button on the bottom of the page: <https://hne.communityhealthpathways.org>

Digital Health Team Contacts:

Name	email	Phone	Region
Jaclyn Allison	jallison@hneccphn.com.au	0438 479 681	Hunter and Mid Coast
Peter Mullen	pmullen@hneccphn.com.au	0448 849 916	New England
Sarah Hoolihan	shoolihan@hneccphn.com.au	0421 446 602	Central Coast
Marilyn Dickson (Team Leader)	mdickson@hneccphn.com.au	0437 819 946	Program Manager – all regions
Greg Hayes (BPAC Australia)	info@bpacolutions.com	1800 247 544	Technical escalation – all regions
Michael Hayes (BPAC Australia)	info@bpacolutions.com	1800 247 544	High level IT - All regions

Quality referrals delivered securely
eReferral SeNT every time

