

General Practitioner referrals to Hunter New England Health services

From May 1 2020, General Practitioners who are using Medical Director and Best Practice Clinical software will be required to submit referrals to Hunter New England Health services using SeNT eReferral software.

Faxed referrals will no longer be accepted from these practices.

To date, Hunter New England Health has received over 11 000 eReferrals from GPs using SeNT.

Personal and clinical referral information is sent securely between the General Practitioner and the referred service. The improved accuracy of these referrals has resulted in a much faster and complete triage process. For this reason, the decision has been made to transition to electronic referrals only.

SeNT eReferral supports GPs to include in their referrals everything required by the receiving service. This includes the specific demographic and clinical information, tests and pathology

results required for the triage process.

SeNT eReferral ensures referrals are sent to the right place and require less administrative processing time. Compared to the old referral process, fewer eReferrals need to be returned to the GP for additional information.

Hunter New England Health has partnered closely with the PHN to manage this change, and the PHN is committed to supporting practitioners with the change including:

- Funding the purchase and installation of the SeNT eReferral software
- Providing training for users

Further information is available in the enclosed PHN information sheet.

For information related to Hunter New England Health services, please contact Karen Harrison on 0412 134 020 or karen.harrison@health.nsw.gov.au