The smart eReferral solution

The Hunter New England (HNE) eReferral solution is a smart, whole-of-health system approach to enable electronic referrals to be sent and received securely by healthcare providers. The smart eReferral solution:

- ✓ uses BPAC Clinical Solutions Secure eReferral Network Transfer (SeNT) eReferrals software, a web-based health informatics system
- ✓ uniquely integrates with GP clinical software including Medical Director and Best Practice
- ✓ has locally agreed clinical content, specialist forms, algorithms and referral pathways that are based on HNE HealthPathways
- ✓ delivers standardised, issue-based referrals electronically to specialist providers which enables the delivery of appropriate and timely patient care
- ✓ allows GPs to perform 1st level triage and send secure referrals electronically to approved private and public clinical specialists and allied health providers
- ✓ auto-populates patient information from the clinical software to minimise data entry

Implementation

General Practices across the HNE region are using SeNT eReferrals

SeNT eReferrals are available for Clinical and Allied Health services in the following formats:
- Issue/condition-specific
- Generic non-issue specific
- Public and some private Allied Health services
- Special Initiatives

For a full list of available services, please go to HNE HealthPathways

Security

SeNT software aligns with Australian Digital Health Standards to send encrypted clinical information securely to an end point.

The health informatics system uses HL7 Clinical Document Architecture (CDA), which are encrypted over SSL in transport, across a Virtual Private Network (VPN) to HNE LHD (for public referrals) or Referral Manager (for private referrals). GP user authentication is required via the Practice's Medicare NASH certificate to encrypt the data, and a privately generated SSL certificate is issued to the receiving specialist to access the eReferral.

Registration

In partnership, HNECC PHN and HNE LHD fund SeNT eReferrals to provide users with the SeNT license, on-site training and ongoing support

All HNE public services are included in the system and private clinical and allied health services are included with provider consent.
To register for a SeNT eReferral licence for your practice click here.

For more information or to register to participate in the HNE smart eReferral solution contact the eReferral Team: ☎ 1300 859 028 **or email** ereferral@hneccphn.com.au

(Information correct as at August 2019)