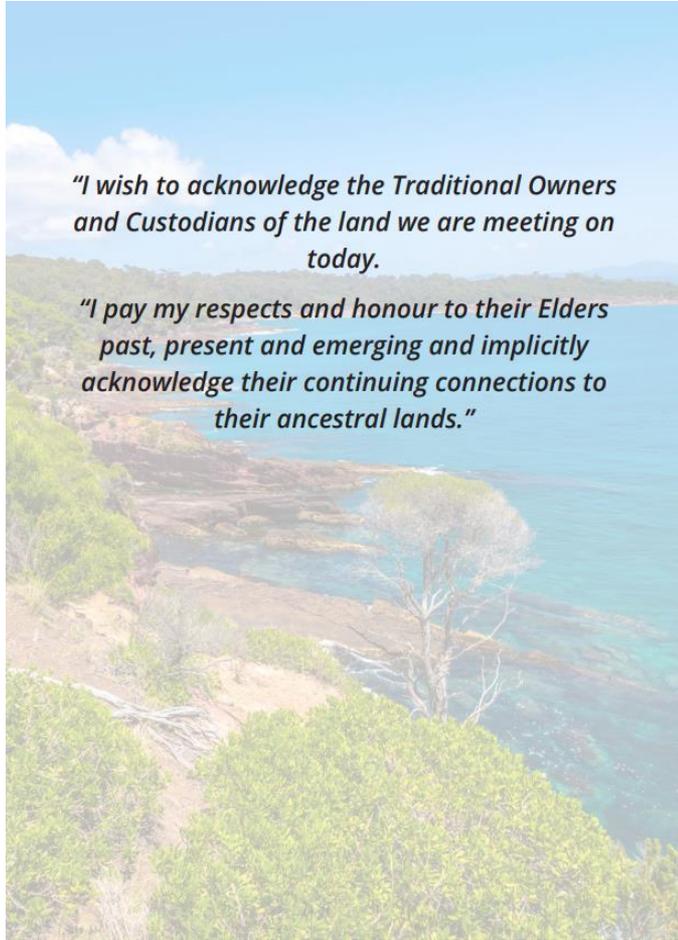




# Electronic Referrals

Illawarra Shoalhaven Local Health District Engage Outpatient



*"I wish to acknowledge the Traditional Owners and Custodians of the land we are meeting on today.*

*"I pay my respects and honour to their Elders past, present and emerging and implicitly acknowledge their continuing connections to their ancestral lands."*



# Acknowledgement of Country



# Agenda

- Acknowledgment of Country
- Housekeeping
- Presenters
- Background to eReferrals and Engage Outpatients
- Overview - eReferral solution (eRMS)
- HealthLink SmartForms
- eRMS Notifications
- Resources for GPs
- Questions





# Presenters/Panel

- Amy Bloomfield– eHealth NSW
- April Gosses – eHealth NSW
- David Jeffery – ISLHD (Services Available)
- Kay Duckinson – ISLHD (Services Available)
- Jean-Christophe Meunier - Healthlink
- Rohan McKnight – Coordinare
- Sid Ramani– eHealth NSW



# Overview: Engage Outpatients Program



## Case for change:

There is no standardised approach for referral management and many GPs and outpatient clinics still rely on paper-based processes including fax, post and unsecure email. This impacts the patient experience and service efficiency.



## Sponsorship:

eHealth NSW is partnering with the Ministry of Health to develop a state-wide digital Engage Outpatients solution, eReferrals.



## Target group:

The eReferrals prototype aims to deliver referrals from the GP to the outpatient hospital clinician more efficiently and securely.

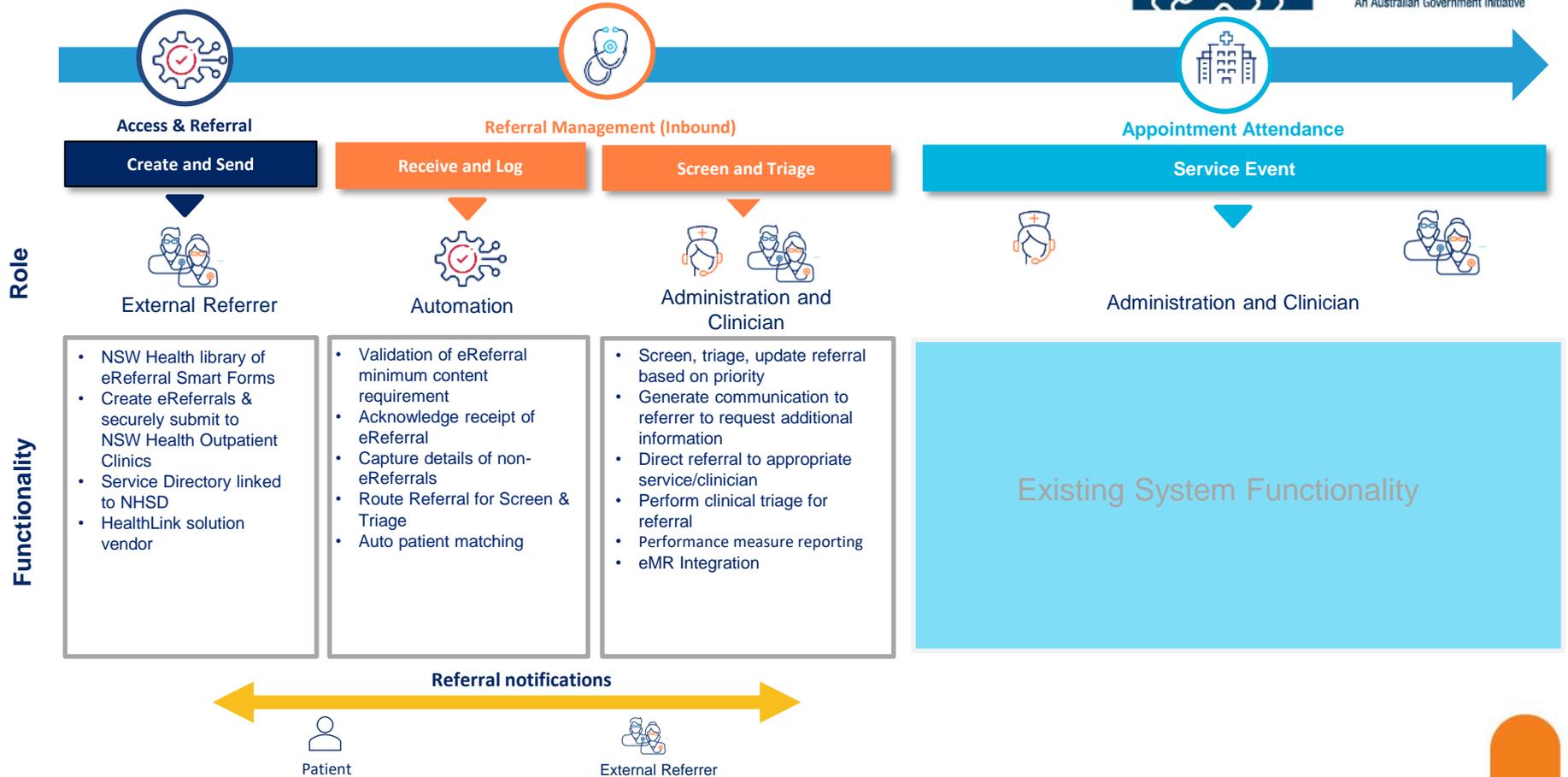


# Benefits



- Visibility of local services and specialists with the service practitioner directory
- Secure transmission of patient information
- Real-Time Transmission from GPs with Acknowledgement - no lost referrals or delays
- Notification of referral status with electronic updates on referral receipt and triage outcome
- Fully integrated and supported by all leading GP software vendors
  - » Auto-population of patient information to save time and improve standardisation
  - » Copies of referrals auto-save and store within GP clinical software
  - » Electronically attach pathology or diagnostic results to support the referral
- Eliminates error-prone, incomplete and expensive manual referral process
- Support faster communication and continuity of care between healthcare providers
- Support fast intervention & better health outcomes

# Solution scope and functionality

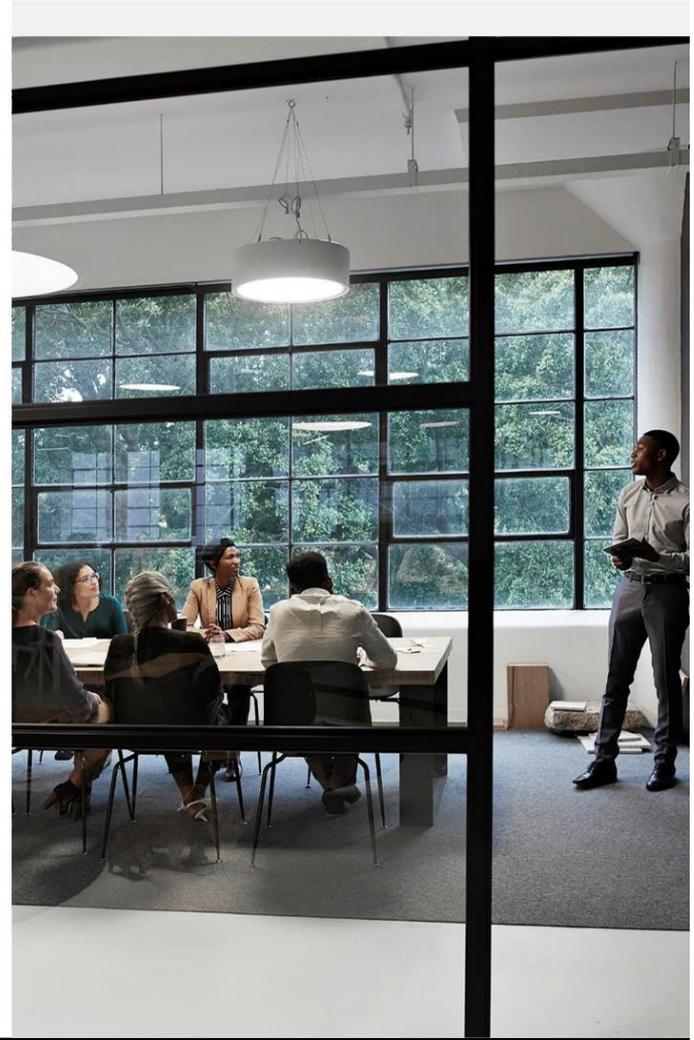


eHealth NSW

# Engage Outpatients

eReferral Management System  
(eRMS)

eReferrals Overview



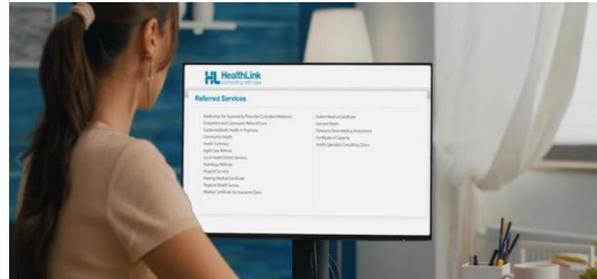
# Initial Services



- ISLHD Aged Care Clinics (Geriatric)
- ISLHD Diabetes Service
- Wollongong and Shellharbour Hospitals Gastroenterology (and Hepatology) Clinics
- ISLHD Renal Service
- Wollongong and Shellharbour Hospitals Respiratory Medicine Clinic
- ISLHD Antenatal Clinics
- Wollongong Hospital Gynaecology Clinic.



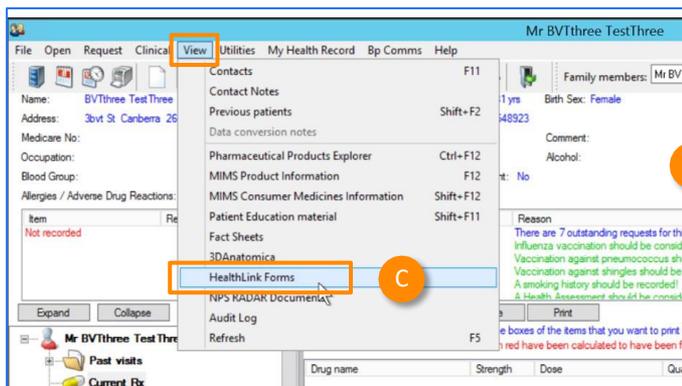
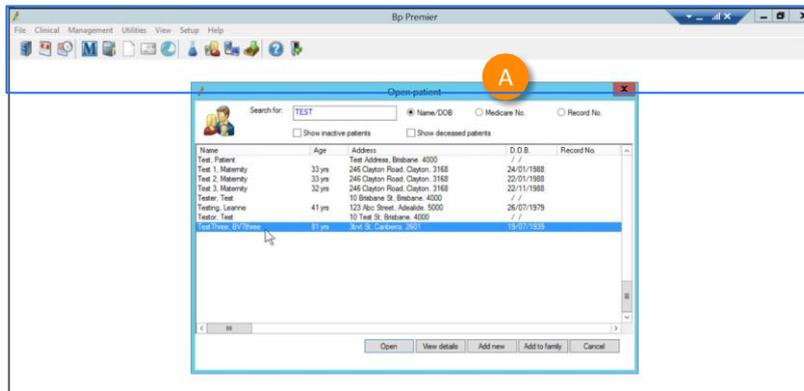
# E-REFERRAL DEMONSTRATION – BEST PRACTICE



# Step 1: Accessing HealthLink SmartForms (eReferrals)

To access the forms within your Best Practice software...

- A First, search for the patient and open their electronic medical record.
- B Then click the **HealthLink icon**  from the quick launch bar to launch the **HealthLink home page**.
- or
- C Click **View** from the menu and select **HealthLink Forms**.
- D And then click the **New Form** button to launch the **HealthLink home page**.



## Step 2:

# Launching a new form

Now you're on the HealthLink home page...

- A Here you'll find a list of available services to refer patients.
- B Within the **Referred Services** section, Click on the link named **Health Outpatient Referrals** - followed by the name of the **LHD** you wish to send to.

(e.g. *Health Outpatient Referrals – Western Sydney LHD*)

To launch the smart form, **NSW Health Outpatient Referrals** require you to then:

- C • **select a specific service** and
- D • **facility** (only if there's multiple facilities for that service)
- E Then click **Continue** to launch the form.

For more information on your Local Health District (LHD), go to: <https://health.nsw.gov.au/ereferral>

HL HealthLink  
connecting with care

Make a referral Update a referral

Search a Private Specialist or Allied Health Provider to Refer Patient

Type individual / practice name, or speciality then enter Search Help Clear State Tasmania

**Referred Services**

Aged Care Referral	Medical Certificate for Insurance Claim
Me	NSW Health Outpatient Referrals – [LHD Name]
Cardiomatabolic Health in Psychosis	Online Medical Certificate
Certificate of Capacity	Outpatient and Community Referral Form
Community Health	Radiology Referrals
Fitness to Drive Assessment	Regional Health Service
General Health	Hearing Medical Certificate
Health Specialist Consulting Clinics	Hospital Services

NSW Health

Type here to search for a service Facility\*

- Allergy
- Antenatal
- Bariatric Surgery
- Breast Surgery
- Cardiology
- Colorectal surgery
- Dermatology
- ENT Surgery
- Endocrinology
- Gastroenterology
- General Medicine
- General Surgery**
- Gynaecology
- Haematology
- Infectious Disease
- Neurology
- Neurosurgery
- Oncology
- Orthopaedics
- Paediatric Allergy

Continue

### Step 3: Completing the form

Now you've loaded the form to complete and submit.

**A** The **SmartForm layout** provides a consistent, easy-to-use tabular structure on the left, with the main action window on the right.

You'll notice SmartForms are **responsive**: They will pre-populate all available patient and referrer data and contain logic to request more specific patient information based on your selections.

**B** **Mandatory Fields** must be completed prior to submitting the SmartForm and are each highlighted with a red asterisk.

**Note:** Please use HealthPathways where available to identify LHD specific referral information.

NSW Health [Service] Submit Preview Park Help

**Requested Information**  
General Surgery

Referral To\* Specialist - unnamed referral

Patients presenting at NSW public hospitals can choose to be treated as a public (hospital funded) or private (Medicare bulk-billed) patient. Public hospitals do not control referral pathways to deny access to free public hospital services. Patients will be provided with further information and will be asked to make an election when they present to the outpatient clinic for their appointment. Patients will require a named referral to a medical specialist if they choose to be a private patient.

Referral Date\* 13/08/2023

Referral Type\*  New  Updated  Continuation

Referral Period\* 12 months

Referral Priority Non-Urgent (365 days)

Patient available for appointment at short notice  Yes  No

Is patient suitable for virtual care?  Yes  No  Unsure

Health insurance/third party compensable?  Yes  No

**HealthPathways**  
As outlined in the NSW Health (Adult) HealthPathway linked [here](#) please attach all relevant information to this referral to assist with triaging processes.

**Requested Information**  
General Surgery

**Attachments / Reports**

**Medications, Allergies, Alerts**

**Medical, Social and Family History**

**Patient Information**

**Referrer Information**

**Patient information**

Date of birth\* 17/12/1941

IHI 8003602345688835

Medicare/DVA Eligible\*  Yes  No

Medicare number\* 6288253442 2

Medicare expiry

DVA number QX901226

Pension number

Private health fund name

Patient membership number

Safety net number

Country of birth

Name\* MICKEY Disney HEATLEY

Gender\* Male

Patient's indigenous status\* Neither Aboriginal nor Torres Strait Islander origin

Residential Address 95 Pitt Street, Apartment, Svdnev, NSW, 2000

### Step 3:

# Completing the form

**C** It will also display a **warning** for some information taken from your Practice Management Software that needs reviewing.

For example, if a contact phone number does not include an area code.

**D** If you need more context on the questions, you can click on the **information icons**.



The screenshot shows a patient form with several sections: Family History, Patient Information, Referrer Information, Name\*, Gender\*, Patient's indigenous status\*, Residential Address, and Postal Address. A red warning triangle icon is present in the Patient Information section. Below these sections is a 'Contact Details' section with a dropdown menu and a table of phone numbers. A mouse cursor is pointing at the 'Home' phone number field, which contains '98765432'.

Contact Details (Select preferred phone contact)			
At least one phone number must be provided. Please indicate the best contact phone number for the patient.			
Phone number must be numeric only with no spaces. An area code must be provided for all landline numbers.			
<input type="radio"/> Work	<input type="text" value="0234567890"/>	<input type="radio"/> Home	<input type="text" value="98765432"/>
<input type="radio"/> Mobile	<input type="text" value="0456789098"/>	<input type="radio"/> Other	<input type="text"/>

The screenshot shows a referral form with sections for Referral Type\*, Referral Period\*, Referral Priority, Patient available for appointment at short notice, Is patient suitable for virtual care?, Health insurance/third party compensations, HealthPathways, Reason for referral\*, and Additional referral information. An information popup window is open, displaying text about virtual care options. A mouse cursor is pointing at an information icon (a lowercase letter 'i' in a circle) next to the 'Is patient suitable for virtual care?' field.

**Information**

- This may include telephone consultation, video conference consultation, or remote monitoring. Appropriateness will be determined by the receiving outpatient clinic.

Ok

### Step 3:

## Completing the form

### Reason for referral

**E** In some forms there may be drop down to select the reason for referral conditions.

**Tip:** You can start typing the condition name in the search box to narrow the list down.

Also, there will always be an option 'Other condition' if the condition you are looking for is not noted in the selection list.

#### HealthPathways

Please refer to HealthPathways linked [here](#) to assist you with completing this referral.

Reason for referral\* **E**

**Considerations / risks / barriers to access**

Does the patient have primary carer / guardian?\*

Interpreter required?\*

Special needs/reasonable adjustments required for disability?

Are there any considerations, risks or barriers to accessing the service?

Patient consent\*

Please select

- Cirrhosis (suspected or known)
- Concern for colorectal cancer (rectal bleeding or positive faecal occult blood test)
- Hepatocellular cancer (suspected or known) or liver lesion
- Inflammatory bowel disease or irritable bowel syndrome (suspected or known)
- Iron deficiency
- Liver dysfunction
- Upper gastrointestinal dysfunction
- Other gastroenterological condition

## Step 3: Completing the form

### Attachments

- F** The **Attachments / Reports** tab will give you access to all the supporting documents that you may wish to attach to the form.
- G** You can select any item from the **table** – showing you patient medical records captured from the **last six months**.
- Or you can **browse for files...**
  - H** stored in your Practice Management Software by clicking the **Browse for Patient Document** button .
  - I** **Note:** Make sure to update the date parameters if you want to see files that are older than 6 months.
  - J** Or in your local computer's file system by clicking the **Browse for Local File** button.

NSW Health [Service]

Requested Information (General Surgery)

**Attachments / Reports**

Medications, Allergies, Alerts

Medical, Social and Family History

Diagnostic Reports / Patient Documents

Browse for Patient Document | Browse for Local File

Attach file from EMR supports: gif, html, jpeg, doc, docx, pdf, txt, rtf, tiff  
Attach file from Computer supports files that end in types: doc, docx, gif, htm, html, jpeg, jpg, pdf, rtf, tif, tiff, txt  
Caution: large attachments may take significant time to preview

<input type="checkbox"/>	Date	Name	Comments	Type	Size	
<input type="checkbox"/>	01/09/2021	File_123		rtf	80 KB	
<input checked="" type="checkbox"/>	01/10/2021	File_456		rtf	8 KB	
<input checked="" type="checkbox"/>	01/11/2021	File_789		rtf	90 KB	

Diagnostic Reports / Patient Documents

Browse for Patient Document | Browse for Local File

Please attach any relevant patient information (for example allied health assessments, wound care details, medication summaries and relevant medical summaries). This information will support your patient's assessment and service provision. Clinical Information will be visible to all staff.

Attach File

Attach file from EMR supports: gif, html, jpeg, doc, docx, pdf, txt, rtf, tiff  
Attach file from Computer supports files that end in types: doc, docx, gif, htm, html, jpeg, jpg, pdf, rtf, tif, tiff, txt

Date from: 08/01/2019 | Date to: 08/07/2021 | Search

Attach | Cancel

<input type="checkbox"/>	Date	Name	Comments	Type	Size
<input type="checkbox"/>	08/07/2021	File_One	Aged Care Referral	....	43 KB
<input type="checkbox"/>	09/10/2019	File_Two	Aged Care Referral	....	52 KB
<input type="checkbox"/>	01/10/2019	File_Three	Aged Care Referral	....	48 KB
<input type="checkbox"/>	24/09/2019	File_Four	Aged Care Referral	....	44 KB

### Step 3:

## Completing the form

Then click through the remaining Tabs on the left to ensure all the pre-populated patient information has been either selected, or de-selected, as appropriate to submit to the service provider.

All these features ensure you're providing a quality, and compliant submission every time, on behalf of your patients.

**NSW Health** Cardiology Clinic

**Requested Information** ▲  
Cardiology Clinic

**Attachments / Reports**  
No reports selected  
No files attached

**Medications, Allergies, Alerts**  
7 long term medications specified  
No medications specified  
2 medical warnings specified

**Medical, Social and Family History**  
Medical history specified

**Patient Information**  
Patient's name  
QJ981239  
20/08/1954

**Referrer Information**  
Referrer's name  
00000001  
No Different Regular GP

To help recipients assess the patient's medications, please provide the medication details in the Details column including the generic name, strength, brand name (where relevant) and form. You can update fields by clicking on it.

**Long Term Medications**

Date	Details	Dose	Units	Instructions	
	Vita-D 1000IU Gel Caps			1 Capsule Once a week on an empty stomach As directed p.r.n	✕
	Ibuprofen 100mg Tablet			1 Tablet Twice a day with meals	✕
	Betnovate 0.1% Cream			1 Application In the morning before meals As directed BP 1.8.0.776 VVT	✕
	Ventolin CFC-Free 100mcg/dose Inhaler			2 puffs Inhalation Twice a day As directed	✕
	Panadol 500mg Tablet			1 Tablet Every 4 hours with meals As directed	✕
	Panadol 500mg Tablet			1 Tablet Four times a day with meals Stat	✕
	Omnibest Plus Test Strip			1/5 Dose In the morning with meals As directed	✕

**Other Medications** ⓘ [Browse for More Medications](#)

Date	Details	Dose	Units	Instructions	
No records found.					

**Medical Warnings**

<input type="checkbox"/>	Date	Description	Comments
<input checked="" type="checkbox"/>	18/12/2014	Penicillin	Rash
<input checked="" type="checkbox"/>	18/12/2014	Oestradiol	Vomiting

**Medications, Allergies, Alerts**  
7 long term medications specified  
No medications specified  
2 medical warnings specified

**Medical, Social and Family History**  
Medical history specified

**Patient Information**  
Patient's name  
QJ981239  
20/08/1954

**Referrer Information**  
Referrer's name  
00000001  
No Different Regular GP

**Medication Provider Number**  
889843

**Medical Registration Number**  
HPI-1  
8003611566681627

**HPI-0**  
HPI-0  
123456

**Name**  
Full name  
Sam Entwistle

**Practice name**  
Millstone Family Practice

**Practice Address**  
155 George Street, Galleria, Sydney, NSW, 2000

**Practice telephone\***  
03 9 358 0116

**Practice fax**  
03 9 4433456

**Email**  
zonglun@gmail.com

**ED\***  
ime65teet

## Step 4: Previewing, Submitting and Parking

### Previewing

**A** You can verify that the form has been completed correctly by clicking **Preview** allowing you to review the details before submitting.

**B** Whether you click **Preview** or **Submit**, if a piece of required information is incomplete or incorrect, the form will notify you to complete or correct it.

NSW Health [Service]

Buttons: Submit, Preview, Park, Help

Requested Information: [Service]

Medical Practitioner information

Medical Practitioner Number*	123456
Medical Registration Number	123456
HPI I	12345678901234
HPI O	12345678901234
Name	Dr Name
Full name	
Dr Name	

Preview, not submitted copy

Submit

### General Surgery

[Service]

NSW Health

Patient: **MICKEY HEATLEY**, 81yrs, M, DOB 17/12/1941, PH: 0401 201 2011, Wrk 03 9 23423221, Hme 03 9 53532221

Residential address: 95 Pitt Street, Apartment, Sydney, NSW 2000

Postal address: 9600 Pitt Street, Apartment, Sydney, NSW 2000

Referred by: Sam Entwistle, Millstone Family Practice, Prov. No. 889843, HPI-O 123456, HPI-I 8003611566681627, PH 03 9 358 0116, FAX 03 9 4433456

#### Clinical Referral Information

Referred To: Specialist - unnamed referral

*Patients presenting at NSW public hospitals can choose to be treated as a public (hospital funded) or private (Medicare bulk-billed) patient. Public hospitals do not control referral pathways to deny access to free public hospital services. Patients will be provided with further information and will be asked to make an election when they present to the outpatient clinic for their appointment. Patients will require a named referral to a medical specialist if they choose to be a private patient*

Referral Date: 14/08/2023

Referral Type: New

Referral Period: 12 months

NSW Health Gastroenterology & Liver Clinics

Buttons: Submit, Preview

Requested Information **▲**  
Gastroenterology & Liver Clinics

- Patient consent is a required field
- Reason for referral is a required field
- Referred To is a required field
- Triage category is a required field

Attachments / Reports  
No reports selected  
No files attached

Medications, Allergies, Alerts  
4 long term medications specified  
No medications specified  
1 medical warning specified

Medical, Social and Family History

Referred To\* [Please Select]

*Patients presenting at NSW public hospitals can choose to be treated as a public (hospital funded) or private (Medicare bulk-billed) patient. Public hospitals do not control referral pathways to deny access to free public hospital services. Patients will be provided with further information and will be asked to make an election when they present to the outpatient clinic for their appointment. Patients will require a named referral to a medical specialist if they choose to be a private patient*

Referral date\* 17/10/2023

Referral type\*  New  Updated

## Step 4: Previewing, Submitting and Parking

### Submitting

- C** When you are ready to send your form, click **Submit**.
- D** This will safely and securely send the form electronically via HealthLink, and you will see a copy of the completed form with a **date stamp**.
- A copy of the submitted form is saved directly to the patient file.**
- E** If you'd like to provide the patient with a copy, you can left-click the **Print** button or right-click anywhere on the submitted form and choose Print.

NSW Health [Service]

Requested Information (General Surgery) | Medical Practitioner Information

Medicare Provider Number\* 889843 | Medical Registration Number

HPI-I 8003611566681627 | HPI-O 123456

Name: Full name Sam Entwistle | Sam Entwistle

Practice name: Millstone Family Practice

Practice Address: 155 George Street, Galleria, Sydney, NSW, 2000

Buttons: Submit, Preview, Park, Help

**Form sent on 22/10/2023 09:34 AEST**

**Sensitive: Personal**

NSW Health

**[Service]**

**Patient:** MICKEY HEATLEY, 81yrs, M, DOB 17/12/1941, PH: 0401 201 2011, Wrk 03 9 23423221

**Residential address:** 95 Pitt Street, Apartment, Sydney, NSW 2000

**Postal address:** 9600 Pitt Street, Apartment, Sydney, NSW 2000

**Referred by:** Sam Entwistle, Millstone Family Practice, Prov. No. 889843, HPI-O 123456, HPI-I 8003611566681627, PH 03 9 358 0116, FAX 03 9 4433456

**Clinical Referral Information**

Referred To: Specialist - unnamed referral

*Patients presenting at NSW public hospitals can choose to be treated as a public (hospital funded) or private (Medicare bulk-billed) patient. Public hospitals do not control referral pathways to deny access to free public hospital services. Patients will be provided with further information and will be asked to make an election when they present to the outpatient clinic for their appointment. Patients will require a named referral to a medical specialist if they choose to be a private patient*

Referral Date: 14/08/2023

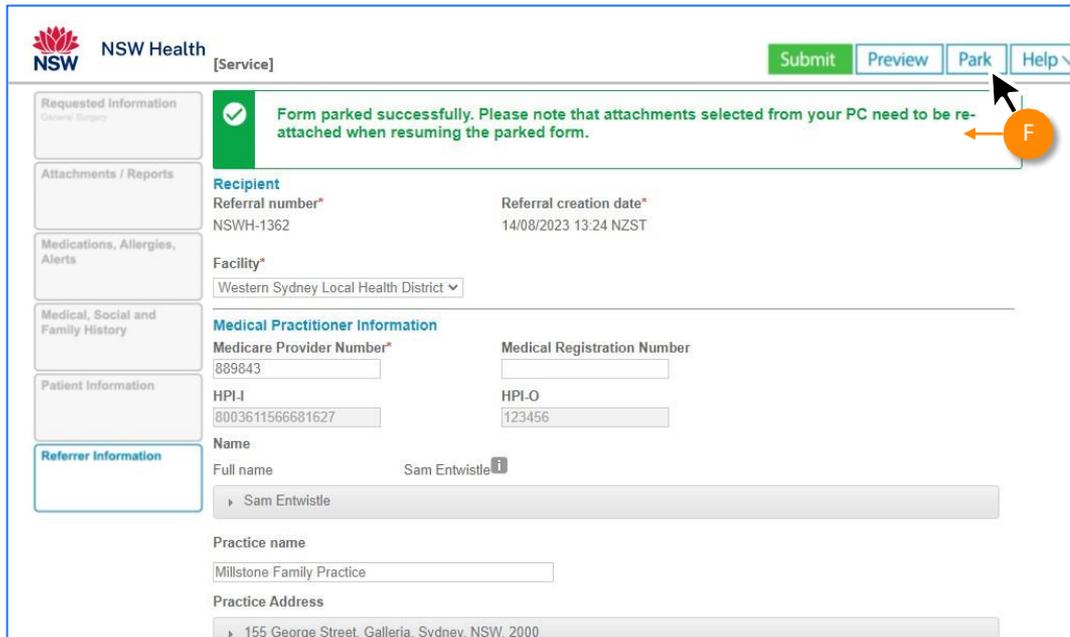
Referral Type: New

Buttons: Print

## Step 4: Previewing, Submitting and Parking

### Parking

**F** And if you need more information to complete the form, you can **Park** the form to save what you've done so far and come back to it later.



The screenshot shows the NSW Health online form interface. At the top right, there are buttons for 'Submit', 'Preview', 'Park', and 'Help'. A green message box at the top right states: 'Form parked successfully. Please note that attachments selected from your PC need to be re-attached when resuming the parked form.' A red circle with the letter 'F' and an arrow points to the 'Park' button. The form is divided into several sections:

- Requested Information:** General Surgery
- Attachments / Reports:** (Empty)
- Medications, Allergies, Alerts:** (Empty)
- Medical, Social and Family History:** (Empty)
- Patient Information:** (Empty)
- Referrer information:** (Active section)

**Recipient**  
Referral number\* NSWH-1362 Referral creation date\* 14/08/2023 13:24 NZST  
Facility\* Western Sydney Local Health District

**Medical Practitioner Information**  
Medicare Provider Number\* 889843 Medical Registration Number  
HPI-I 8003611566681627 HPI-O 123456

**Name**  
Full name Sam Entwistle  
▶ Sam Entwistle

**Practice name**  
Millstone Family Practice

**Practice Address**  
▶ 155 George Street, Galleria, Sydney, NSW, 2000

## Step 5:

# Accessing parked and auto-saved forms

**A** To access parked or auto-saved forms, from the patient's record, select **HealthLink Forms** under the **View** menu.

**B** From the available list, **double-click on the Parked or AutoSaved** form you would like to open.

**Note:** when returning to a parked or auto-saved form, due to security policy, any previously added attachments will need to be re-added.

**C** You can also use this area to see **completed** and **deleted** forms.

The screenshot shows the 'Mr Patient Test' record in a software application. The 'View' menu is open, and 'HealthLink Forms' is highlighted with a red circle 'A'. Other menu items include 'Contacts', 'Contact Notes', 'Previous patients', 'Data conversion notes', 'Pharmaceutical Products Explorer', 'MIMS Product Information', 'MIMS Consumer Medicines Information', 'Patient Education material', 'Fact Sheets', '3DAnatomica', 'NPS RADAR Documents', and 'Audit Log'. The right-hand side of the screen displays patient details such as 'Family members', 'Bath Sec: Male', 'Comment', 'Alcohol', 'Elite sports', 'Ethnicity', and 'Advance Health Directive'. A 'Reason' section contains several green alerts: 'There are 2 outstanding requests for this patient!', 'Influenza vaccination should be considered!', 'Vaccination against pneumococcus should be considered!', 'Vaccination against shingles should be considered!', 'A smoking history should be recorded!', and 'A Health Assessment should be considered!'.

The screenshot shows a table of forms with the following columns: Created Date, Patient, Referral, Subject, Provider, Address, Location, Status, and Message ID. A red circle 'B' highlights the 'Status' column, and a red circle 'C' highlights the 'Status' and 'Message ID' columns. The table contains the following data:

Created Date	Patient	Referral	Subject	Provider	Address	Location	Status	Message ID
dd/mm/yyyy	Patient Name 1	Referral 1	Dr Name 1	Address 1	Location 1	Completed	MAC-0001	
dd/mm/yyyy	Patient Name 2	Referral 2	Dr Name 2	Address 2	Location 2	AutoSaved	MAC-0002	
dd/mm/yyyy	Patient Name 3	Referral 3	Dr Name 3	Address 3	Location 3	Deleted	MAC-0003	
dd/mm/yyyy	Patient Name 4	Referral 4	Dr Name 4	Address 4	Location 4	Parked	MAC-0004	
dd/mm/yyyy	Patient Name 5	Referral 5	Dr Name 5	Address 5	Location 5	Completed	MAC-0005	
dd/mm/yyyy	Patient Name 6	Referral 6	Dr Name 6	Address 6	Location 6	Deleted	MAC-0006	
dd/mm/yyyy	Patient Name 7	Referral 7	Dr Name 7	Address 7	Location 7	Completed	MAC-0007	
dd/mm/yyyy	Patient Name 8	Referral 8	Dr Name 8	Address 8	Location 8	Parked	MAC-0008	
dd/mm/yyyy	Patient Name 9	Referral 9	Dr Name 9	Address 9	Location 9	Deleted	MAC-0009	

## Step 6: Accessing submitted forms

- A** A copy of the submitted form can be found in the **Correspondence Out** section of the clinical record for the patient. You can use the **F5** key to refresh this section.
- B** To view a submitted or saved/parked messages in the Correspondence Out section, **highlight the message**,
- C** Then click **View** and it will display the form.

The screenshot shows a medical software interface for a patient named Patty Smith. The interface includes a top menu bar, a patient information section, a list of correspondence items, and a detailed view of a specific correspondence item.

**Callout A:** Points to the "Correspondence Out" section in the left-hand navigation pane.

**Callout B:** Points to a highlighted message in the "Correspondence Out" list: "21/08/2023 ahdham: Sydney Local Health District Services".

**Callout C:** Points to the "View" button in the top right corner of the correspondence list.

The detailed view of the correspondence item shows the following information:

- Form sent on:** 21/08/2023 10:29 AEST
- Sensitive: Personal**
- Renal Medicine**
- Patient:** Patty Smith, 56yrs, F, DOB 25/08/1954
- Residential address:** 1 Baggot Drive, Hoppers Crossing, VIC 3029
- Postal address:** same as residential address
- Referred by:** Best Practice HealthLink Townsville, Prov. No. 000000007, Reg. No. 1234567890, HPI-O 9003023233399995, PH 0746115500
- Referral date:** 21/08/2023 10:29 AEST
- Clinical Referral Information**
- Referred To:** Renal Medicine Service
- Referral Date:** 21/08/2023
- Referral Continuation:** New
- Referral Period:** 12 months
- Interpreter Required:** Yes
- Preferred Language:** Japanese
- Compensable Status:** Not applicable
- Reason for Patient Referral:** New diagnosis following hospital presentation whilst overseas
- Consider for telehealth and/or virtual care consultation:** Yes
- Special Needs/ Reasonable Adjustments Required for:** No
- Disability:**
- Does the Patient Have a Carer/ Support Person?:** No
- Measurement Details**

## Step 7:

# What happens after a referral has been made?

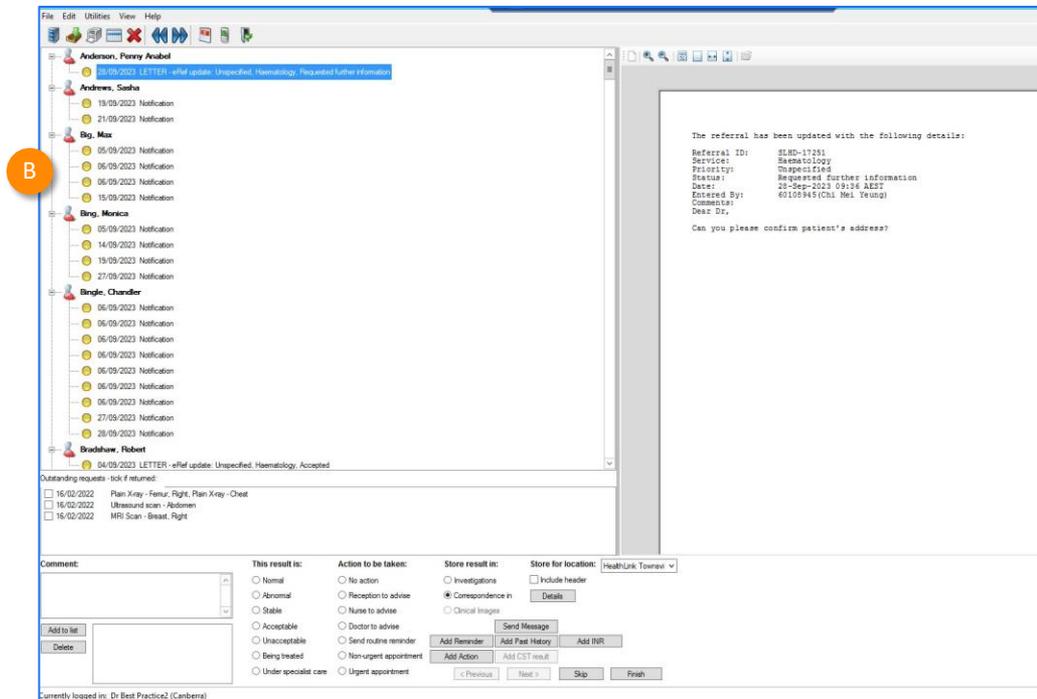
- NSW Health Outpatients will respond with a **Status Message** regarding the **Referral Acceptance** or **Referral Rejection** with reasons.
- These Status Messages will be received back into your Practice Software using the same workflows when receiving Incoming Reports and Results, and Other correspondence like Discharge Summaries.

## Viewing incoming reports (Using the shortcut)

**A** From the main screen within Best Practice, click the **Inbox** shortcut

**B** This will take the **logged-on provider** to **their inbox** and show their incoming correspondence.

This is the preferred way. They can then match and save back to patient's file.

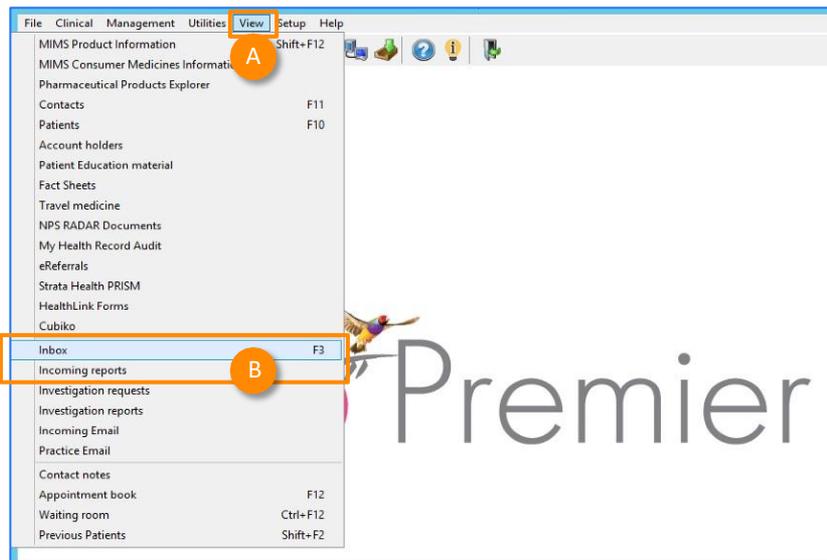


## Step 7: What happens after a referral has been made?

### Viewing incoming reports (via the View menu)

To view **all** incoming reports that have been received **into your practice...**

- A** Click **View** from the menu
- B** Select **Inbox** or **Incoming reports**
- C** Here you can open and view incoming reports and allocate them to other users or to the patient.



The screenshot shows the 'Incoming reports' window in the Premier software. The window contains a table with columns: Date, Patient name on report, Test, Addressed to, Allocated to patient, Allocated to user, Location, Complete, and Laboratory/Provider. The table lists various reports, including notifications and letters, with details on the patient, test, and allocation. A small orange circle labeled 'C' is positioned over the table. At the bottom of the window, there are buttons for 'Allocate to user', 'Allocate to Patient', and 'Auto-allocate', along with patient details for Keeths Engage.

Date	Patient name on report	Test	Addressed to	Allocated to patient	Allocated to user	Location	Complete	Laboratory/Provider
11/08/2023	Carmen Actprh	Notification	Best Practice	Carmen Actprh	Dr Best Practice	HealthLink, Townsville	Yes	SA Health
14/08/2023	Carmen Actprh	Notification	Best Practice	Carmen Actprh	Dr Best Practice	HealthLink, Townsville	Yes	SA Health
14/08/2023	Frances Alasta	LETTER - eRef update: Unspecified, Hospital in the Horn	Best Practice	Frances Alasta	Dr Best Practice	HealthLink, Townsville	Yes	Paul Bennett
09/08/2023	Johann Bruemel	LETTER - eRef update: Unspecified, Ear, Nose and Throat	Best Practice	Johann Bruemel	Dr Best Practice	HealthLink, Townsville	Yes	Andrew Dodds
09/08/2023	Johann Bruemel	LETTER - eRef update: Urgent appointment within 30	Best Practice	Johann Bruemel	Dr Best Practice	HealthLink, Townsville	Yes	Andrew Dodds
08/08/2023	Keeths Engage	Notification	Best Practice	Keeths Engage	Dr Best Practice	HealthLink, Townsville	Yes	NSW Health
08/08/2023	Keeths Engage	Notification	Best Practice	Keeths Engage	Dr Best Practice	HealthLink, Townsville	Yes	NSW Health
11/08/2023	Optimus Engage	Notification	Best Practice	Keeths Engage	Dr Best Practice	HealthLink, Townsville	Yes	NSW Health
11/08/2023	Optimus Engage	Notification	Best Practice	Keeths Engage	Dr Best Practice	HealthLink, Townsville	Yes	NSW Health
08/08/2023	Mare Figuera	Notification	Best Practice	Mare Figuera	Dr Best Practice	HealthLink, Townsville	Yes	SA Health
08/08/2023	Mare Figuera	Notification	Best Practice	Mare Figuera	Dr Best Practice	HealthLink, Townsville	Yes	SA Health
08/08/2023	Mare Figuera	Notification	Best Practice	Mare Figuera	Dr Best Practice	HealthLink, Townsville	Yes	SA Health
08/08/2023	Mare Figuera	Notification	Best Practice	Mare Figuera	Dr Best Practice	HealthLink, Townsville	Yes	SA Health
13/08/2023	Mare Figuera	Notification	Best Practice	Mare Figuera	Dr Best Practice	HealthLink, Townsville	Yes	SA Health
10/08/2023	Lee Gina	LETTER - eRef update: Unspecified, COVID, Ready for	Best Practice	Lee Gina	Dr Best Practice	HealthLink, Townsville	Yes	Lachlan Burnett
10/08/2023	Lee Gina	LETTER - eRef update: Semi-urgent Category 2), High Risk	Best Practice	Lee Gina	Dr Best Practice	HealthLink, Townsville	Yes	Philp Come
10/08/2023	Lee Gina	LETTER - eRef update: Urgent Category 1), High Risk	Best Practice	Lee Gina	Dr Best Practice	HealthLink, Townsville	Yes	Philp Come
10/08/2023	Lee Gina	LETTER - eRef update: Unspecified, High Risk Post(PI) Best	Practice	Lee Gina	Dr Best Practice	HealthLink, Townsville	Yes	Alexander Kreidler
10/08/2023	Lee Gina	LETTER - eRef update: Urgent Category 1), High Risk	Best Practice	Lee Gina	Dr Best Practice	HealthLink, Townsville	Yes	Alexander Kreidler
10/08/2023	Lee Gina	LETTER - eRef update: Urgent Category 1), High Risk	Best Practice	Lee Gina	Dr Best Practice	HealthLink, Townsville	Yes	Alexander Kreidler
10/08/2023	Lee Gina	LETTER - eRef update: Urgent Category 1), High Risk	Best Practice	Lee Gina	Dr Best Practice	HealthLink, Townsville	Yes	Alexander Kreidler

## Step 8:

# What if the LHD wants additional information?

If you receive a correspondence from the LHD to send additional information, please send a new referral through with the additional information:

**A** Launch a **new HealthLink form** from the patient's file.

**B** In the new form, for **Referral type\***, Select **'Updated'**

Then complete the form with the additional information that was requested by the LHD.

HL HealthLink  
connecting with care

Make a referral | Update a referral

Search a Private Specialist or Allied Health Provider to Refer Patient

Type individual / practice name, or speciality then enter [Search] [Help] [Clear] [State] [Comments]

**Referred Services**

Aged Care Referral	Medical Certificate for Insurance Claim
Cardiometabolic Health in Psychosis	<b>NSW Health Outpatient Referrals - [LHD Name]</b>
Certificate of Capacity	Online Medical Certificate
Community Health	Outpatient and Community Referral Form
Fitness to Drive Assessment	Radiology Referrals
General Health	Regional Health Service

Health Specialist Consulting Clinics

NSW Health Gastroenterology & Liver Clinics [Submit] [Preview] [Back]

**Requested Information** Gastroenterology & Liver Clinics

Referred To\* Please Select

*Patients presenting at NSW public hospitals can choose to be treated as a public (hospital funded) or private (Medicare bulk-billed) patient. Public hospitals do not control referral pathways to deny access to free public hospital services. Patients will be provided with further information and will be asked to make an election when they present to the outpatient clinic for their appointment. Patients will require a named referral to a medical specialist if they choose to be a private patient*

Attachments / Reports  
No reports selected  
No files attached

**Referral date\*** 17/10/2023

**Referral type\***

- New
- Updated
- Continuation

**Referral period\*** 12 months

**Referral priority** Non-urgent (365 days)

Patient available for appointment at short notice?  
 Yes  No

Is patient suitable for virtual care? **i**  
 Yes  No  Unsure

Third party compensable?  
 Yes  No

**Medical, Social and Family History**  
No medical history specified

**Medical, Social and Family History**  
No medical history specified

**Patient Information** **i**  
Test ERMS  
6950539891 1  
01/02/1982

**Referral Information**

**Reason for referral\*** Please select

**HealthPathways**  
Please refer to HealthPathways linked [here](#) to assist you with completing this referral.



# GP NOTIFICATIONS



\* The eRMS will send notifications to the patient for **all referral types** (eReferrals, faxed, and manually entered "paper" referrals) if their communication preference is "SMS", "Email" or "SMS and Email".

## Referral Notifications

Notification Type	Referrer (e-Referrals)	Referrer (Non-eReferrals fax, paper etc)	Patient*
On Receipt	✓	✗	✗
On Hold (Request for additional information)	✓	✗	✗
Message to Referrer (Adhoc communication)	✓	✗	✗
Screening Outcome – Not Accepted	✓	✗	✓
Screening Outcome – Accepted	✗	✗	✗
Redirected Referral	✓	✗	✓
Reassigned Referral	✗	✗	✗
Triage Outcome – Accepted & Not Accepted	✓	✗	✓
Cancelled Outcome <ul style="list-style-type: none"> <li>Withdrawn by patient</li> <li>Withdrawn by referrer</li> <li>Unable to contact patient</li> <li>Referrer did not respond</li> </ul>	✓	✗	✓

# GP Notifications



Referral received

System

Communications sent to referring system:

From: Central Coast Local Health District - Gynaecology Intake Referral Service

Subject: Referral receipt

NSW Health Referral ID: REF00008743

Patient: CCLH DUAT19 EOTEST (14-05-1965)

Dear Best Practice Message from NSW Health regarding CCLH DUAT19 EOTEST 14-05-1965.

Your referral has been received, we will notify you when the triage outcome is known. For urgent matters, please call us on the number below.

Regards Central Coast Local Health District - Gynaecology Intake Referral Service

Referral placed on hold

ME Madhusree Eedara

Work notes • 07-02-2024 09:25:12 just now

Communications sent to referring system:

From: Central Coast Local Health District - Gynaecology Intake Referral Service

Subject: Referral on-hold

NSW Health Referral ID: REF00007901

Patient: Forty CCLHD (01-02-1995)

Dear Hamida Abdel-Mageed Message from NSW Health regarding Forty CCLHD 01-02-1995. We have attempted to contact the patient/carer to offer them an appointment but we were unsuccessful. We will try again shortly, if we are unsuccessful again we may cancel the referral. You will be notified if the referral is cancelled.

Comments: 1st attempt failed

Regards Central Coast Local Health District - Gynaecology Intake Referral Service

# GP Notifications



## Referral Triage complete

RM Ruth Mckinnon

Communications sent to referring system:

From: Central Coast Local Health District - Gynaecology Intake Referral Service

Subject: Referral accepted

NSW Health Referral ID: REF00008743

Patient: CCLH DUAT19 EOTEST (14-05-1965)

Dear Best Practice Message from NSW Health regarding CCLH DUAT19 EOTEST 14-05-1965.

Your referral has been accepted and triaged as: Within 30 days.

We will contact the patient/care when we can offer them an appointment.

For urgent matters, please call us on the number below.

Regards Central Coast Local Health District - Gynaecology Intake Referral Service

ME Madhusree Eedara

Communications sent to referring system:

From: Central Coast Local Health District - Paediatric Intake Referral Service

Subject: Referral not accepted

NSW Health Referral ID: REF00007891

Patient: Thirty CCLHD (01-02-2010)

Dear Hamida Abdel-Mageed Message from NSW Health regarding Thirty CCLHD 01-02-2010.

We are unable to accept your referral because: Criteria not met.

For urgent matters, please call us on the number below.

Regards Central Coast Local Health District - Paediatric Intake Referral Service

# GP Notifications



## Referral Cancelled

Communications sent to referring system:

From: Prince of Wales Hospital - Infectious Disease Clinic Dickinson 4 Clinic

Subject: Referral cancelled

NSW Health Referral ID: REF00006776

Patient: One Engage (01-02-1982)

Dear Hamida Abdel-Mageed Message from NSW Health regarding One Engage 01-02-1982.

Your referral has been cancelled because: Withdrawn by patient.

For urgent matters, please call us on the number below.

Regards Prince of Wales Hospital - Infectious Disease Clinic Dickinson 4 Clinic



# GP Notification



The screenshot shows a software interface for GP notifications. On the left is a tree view of notifications, and on the right is a detailed view of a selected notification.

**Notification List (Left Panel):**

- Actprh, Carmen
  - 05/10/2023 Notification
- Duck, Donald
  - 05/10/2023 LETTER - Specialist Referral
- Engage, Cancelled
  - 05/10/2023 Notification
- ENGAGE, Divya
- Engage, Erms
- ENGAGE, Megatron
  - 05/10/2023 Notification
- ENGAGE, Megatron
  - 05/10/2023 Notification
  - 05/10/2023 Notification
- ENGAGE, Megatron
- ENGAGE, Optimusprime**
  - 10/10/2023 Notification
  - 10/10/2023 Notification**
- ENGAGE, Ram
  - 05/10/2023 Notification
  - 05/10/2023 Notification
  - 05/10/2023 Notification
  - 05/10/2023 Notification
  - 05/10/2023 Notification

**Notification Details (Right Panel):**

ENGAGE, Optimusprime  
10 Outback Court, Walkley Heights. 5098  
Phone: 0437686235  
Birthdate: 13/06/1985 Sex: M Medicare Number:  
Addressee: Best Practice  
Sender: NSW Health

From: Blacktown Hospital - Outpatients 1 Gastroenterology Service  
Subject: Referral on-hold  
NSW Health Referral ID: REF00006781  
Patient: Optimusprime ENGAGE (13-06-1985)  
Dear Best Practice Message from NSW Health regarding Optimusprime ENGAGE 13-06-1985.  
We require additional information from you. The following issues were identified with the referral:  
**Incomplete diagnostic investigations**  
**Comments: Please send the pathology results**

Regards Blacktown Hospital - Outpatients 1 Gastroenterology Service



# More information & Resources



## **Healthlink (SmartForms) support**

1800 125 036 or [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)

[HealthLink SmartForms](#)

## **COORDINARE Digital Health Team**

1300 369 002 or [digitalhealth@coordinate.org.au](mailto:digitalhealth@coordinate.org.au)

[Electronic Referrals | COORDINARE - South Eastern NSW PHN](#)

