

# E-referrals to Acute Specialist Clinics (Eastern Health)

## March 2022 Version 7.3

From 1<sup>st</sup> December 2021, Acute Specialist Clinics (Eastern Health) transitioned to requiring e-referrals via HealthLink SmartForms as the method for receiving referrals to Acute Specialist Clinics. This approach is aimed towards “axing the fax” for better, safe transfer of care in Acute Specialist Clinics **only**. *This is not an organisation-wide change. All other departments will continue as per their normal process.* It is acknowledged that this is a significant change and extra support will be provided to GPs to ensure clinics with and without conformant software will be able to successfully transition to electronic referrals.

Practices without conformant software can register for a ‘free’ HealthLink Portal licence by completing the [online registration form](#) and notate in the **comments/Message** field that you would like to use the **SmartForms**. Once HealthLink receives your completed registration application this will be processed, and portal details will be forwarded to you.

The move is designed to ensure your patients’ identifiable clinical information is transmitted from your Clinical Information System (CIS) directly to the Acute Specialist Clinics in a secure format, which will result in:

- receipt of referrals which are intact and complete
- improved legibility
- fewer declined referral and support adherence to the state-wide referral criteria released in 2019 - 2022
- improved appointment advice response times for patients and GPs

HealthLink SmartForms are free to use and integrated with most GP clinical software including Medical Director, Best Practice, Genie and MedTech Evolution. The SmartForms include a direct link to HealthPathways Melbourne which is up-to-date with State-wide Referral Criteria, making it easier for GPs to include the required information in the referral to ensure that the referral meets these requirements and can be triaged efficiently and effectively. *For further information and a list of clinics, please visit the Eastern Health Specialist Clinics [webpage](#)*

## Help is available

Additional information is available at Eastern Melbourne PHN’s [website](#)

Quick start guides [Medical Director](#)  
[Best Practice](#)  
[Genie](#)  
[Portal](#)

For assistance with the HealthLink SmartForms in your software, contact HealthLink on 1800 125 036 or email [HelpdeskHL@healthlink.net](mailto:HelpdeskHL@healthlink.net)

For additional training, including demonstration, contacted Eastern Melbourne Primary Health Digital Health team on [digitalhealth@emphn.org.au](mailto:digitalhealth@emphn.org.au) or, if urgent, 9046 0300

For information on how to refer to Eastern Health Acute Specialist Clinics, contact Specialist Clinics eReferral Management on [ereferralmanagement@easternhealth.org.au](mailto:ereferralmanagement@easternhealth.org.au)

**PLEASE NOTE:** As the COVID-19 pandemic continues to evolve, some Acute Specialist Clinics activity at Eastern Health has been reduced to ensure we can support the needs of the community and respond to COVID-19. This means our capacity has been reduced and wait times to offer Acute Specialist Clinics appointments will be longer than potentially expected.

Where possible, care will be continuing to be delivered via telehealth (video) or phone.

For the latest information regarding Patients and Visitors during the Pandemic – please refer to <https://www.easternhealth.org.au/locations/patients-and-visitors> website.

## Frequently asked questions

### Does this apply to all specialist/ outpatient clinics at Eastern Health?

No, e-referral only currently applies to **all acute specialist clinics and antenatal clinics**. A list of all acute specialist clinics can be found [here](#).

It does not include referrals to the following services: (click on each hyperlink for further referral information)

- Aged Care Assessment Service (ACAS) – referrals through the My Aged Care (MAC) website
- [Cardiology investigations](#)
- [Community health services](#)
- [Early pregnancy assessment service \(EPAS\)](#) – coming soon late-March 2022
- [Emergency departments](#)
- [Fetal Maternity Assessment Clinic \(FMAC\)](#) – coming soon late-March 2022
- [Geriatric Evaluation and Management at Home \(GEM@Home\)](#)
- [Hospital Admission Risk Prevention \(HARP\)](#)
- [Hospital in the Home](#)
- [Mental health services](#)
- [Neurodiagnostics](#) – coming soon mid-late 2022
- Respiratory Function Tests – coming soon mid-late 2022
  - Please continue to refer Respiratory Function Tests electronically via HealthLink's service list under 'Respiratory Medicine' and clearly indicating "For Respiratory Function Tests only" if no respiratory consultation is required.
- [Sleep Laboratory](#)
- Sub-acute ambulatory clinics (SACS). These services include:
  - Continence Clinic
  - Falls and Balance
  - Cognitive Dementia and Memory Service (CDAMS)
  - Complex Care Clinic
  - Movement Disorders
  - Ambulatory Pain Management Service (APMS)
  - Rehabilitation Medicine
  - Focal Spasticity
  - Chronic rehabilitation - Cardiac, Heart Failure, Respiratory and Oncology

The referral form for Ambulatory Care and Community Services, and Subacute is available [here](#). Currently, referrals should be faxed to the Eastern Health Access Unit on (03) 9881 1102.

Further information on these services is available [here](#).

Maternity Services will transition to exclusively using electronic referrals by late-March 2022. Hence, they are no longer utilising their patient online maternity booking form. Further information on this service is available [here](#).

**\*\*\* Please note that we are moving towards including several of the above services in e-referral. Information will be provided as it becomes available\*\*\***

### Which medical software is compatible with e-referral?

Medical Director (Version 3.17 and above), Best Practice (Lava and above), Genie and MedTech Evolution.

### Is Helix compatible with e-referral?

No, Helix is not currently compatible software. However, you can still submit forms electronically via the HealthLink Portal.

### Are you going to accept faxed referrals after December 1<sup>st</sup> 2021?

All GP clinics with compatible software will be required to send all acute specialist clinics referrals via e-referral. Practices with non-compliant software will be required to send referrals electronically via the HealthLink Portal. If you are unable to use e-referral or the portal, you can call the Specialist Clinics Referral Management on 1300 342 255 or email [ereferralmanagement@easternhealth.org.au](mailto:ereferralmanagement@easternhealth.org.au).

**What happens if I don't have conformant software to send an e-referral?**

Please register for a 'free' HealthLink Portal licence by completing the [online registration form](#) and notate in the **Comments/Message** field that you would like to use the **SmartForms**, as well as selecting the two checkbox as shown below:

<b>WHAT WOULD YOU LIKE TO USE HEALTHLINK FOR?*</b> <input checked="" type="checkbox"/> Receive Electronic Correspondence (Free of charge) <input type="checkbox"/> Send Electronic Correspondence (This may incur a charge) <input checked="" type="checkbox"/> Send Electronic Smart Forms (My Aged Care, Transport for NSW, Monash Health etc)
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Once HealthLink will process the completed registration application form, and portal details will be forwarded to you.

*Do not email any referrals to email addresses as they are not encrypted. Referrals sent by post will also be declined and will be requested to be re-sent via HealthLink SmartForms.*

**What is the MyHealthLink Portal?**

MyHealthLink Portal is a stand-alone, web based system designed to enable medical practices and individual healthcare providers, who do not have conformance software (i.e. Medical Director, Best Practice, Genie, or MedTech Evolution), an alternative solution to electronically refer and submit patient referrals via HealthLink SmartForms to Eastern Health.

Quick Start Guides for the HealthLink Portal is available [here](#).

**Does e-referral auto- populate patient information?**

Patient demographics, active medications, past history and practice details all auto populate for conformance software users. Please note: This is different to the Portal, and unfortunately all patient information will be required to be entered manually.

**Can I refer to 2 specialists/ specialities on one referral?**

No, you will need a separate e-referral for each clinical referral.

**How do I attach investigation results?**

You can attach results, reports etc. in the format which is highlighted on the SmartForm

Attaching file from Clinical Information System (CIS) support: gif, html, jpeg, doc, docx,pdf, txt, rft,tiff

Attaching file from computer (desktop) supports files that end in types: doc, docx, gif, htm, html, jpeg, jpg, pdf, rtf, tif, tiff, text

For Best Practice and Medical Director users, please ensure all plain text investigation includes the header.

### Include Header in Best Practice:

Outstanding requests - tick if returned:

- 25/09/2020 Plain X-ray - Abdomen, Left, Fla.
- 25/09/2020 Plain X-ray - Abdomen, Left, Fla.
- 10/08/2021 Testing Lab Concept

Comment:

This result is:

- Normal
- Abnormal
- Stable
- Acceptable
- Unacceptable
- Being treated
- Under specialist care

Action to be taken:

- No action
- Reception to advise
- Nurse to advise
- Doctor to advise
- Send routine reminder
- Non-urgent appointment
- Urgent appointment

Store result in: **Investigations** (checked)

Store for location: **HealthLink Message** (checked)

Send Message

Add Reminder Add Past History Add INR Graph

Add Action Add CST result

Previous Next Skip Finish

Acti Go to

Currently logged in: Dr Demo Doctor (HealthLink Messaging Testing Clinic)

### Include/Exclude Header in Medical Director:

Tools -> Options -> Investigations

MedicalDirector Clinical 4.1 - [Mickey Middle Mouse (40yrs 9mths)]

File Patient Edit Summaries Tools Clinical Correspondence Assessment Resources Sidebar MyHealthRecord Messenger Window Help

Go MDReference

MICKEY MIDDLE MOUSE (40yrs 9mths) DOB: 30/01/1981 Gender: Male Occupation: 1m 33s

1 Testing Street, Woonona, New 2517 Ph: Record No: Pension No: Smoking Hx: ? Smoker

Allergies & Adverse Reactions: ? Allergies/Adverse Reactions

Warnings: MyHe

Summary Current Rx Progress Past history Results Letters Documents

Preview - Right Hide Preview Clear Filters Move Location Document Details Send SMS Scan

Name: Mickey Middle Mouse  
Address: 123 Test Street, Woonona, 2517  
D.O.B.: 01/01/1991 Gender: M  
Medicare No:  
IHI No:  
Lab. Reference: DS  
Date Requested: 23/02/2021

Subject: ESCAPE CHARACT  
Lab. Reference: DS  
Requested: 23/02/2021  
Performed: 23/02/2021  
Sender/Provider: damianb

After the 5 dots is an Ampersand.....  
After the 5 dots is a Pipe.....  
After the 5 dots is a Bolded Line..... Healthlink Test Message to TEST Escap

Delivered securely to you by HealthLink Phone:1800 125 036

Options

Links Prompts Drug/Patient Support Devices PKI RSD Recall  
General Prescribing Practice Lists Investigations Network

Laboratories

Company: Sun Pathology (New)

Doctor: Dr Henry Hyde Lab. ID code

Use as preferred laboratory  Use standard pre-printed form

Use as preferred cervical cytology laboratory

Options

Default to direct bill for all requests  Prompt for clinical details

Display results to staff  Prompt for request paper

Display default reason list  Print comment on lists

Collected at surgery/box checked  Print Medicare No. if not direct billed

Hide actioned items in Holding File  Print results in monochrome

Default to eOrder service for ordering all pathology/cytology tests  Show Scan/Import Correspondence in Holding File

Default to eOrder service for ordering all imaging tests  **Include patient header on printouts**

Setup Pathology favourites Setup Advanced Pathology

Clinical tabs are only displayed if this window has been opened from the main menu!

Save Cancel

Notation: No action Comment

Previous Next Reassign Patient Assign Recipient Notify Cumulative Results Action Add Recall View Signature Audit History

Website Feedback Help

Medical Certificate Letter Template #2

Dr Test User (HL Test Practice Limited) MD Live Data - WIN-P95BPR

**What do I do if I cannot attach documents?**

Contact HealthLink on 1800 125 036 or email [HelpdeskHL@healthlink.net](mailto:HelpdeskHL@healthlink.net)

I can see this message at the bottom of my referral when previewing and it says there is “no attachments”. How do I know if my referral has been received with all the attachments included?

**File Attachments** - No files attached

This message relates to file attached ‘from your desktop’ not the patient’s clinical file.

If you have attached documents/reports from your patient’s clinical file, you will see the following example message:

**Diagnostic Reports / Patient Documents**

Date	Name	Comments	Size
25/02/2020	AduroForm.pdf	SR Specialists & Referrals	40 KB
24/04/2019	Report1.PDF	DISCHARGE SUMMARY	812 KB
16/04/2019	Result.RTF	DISCHARGE SUMMARY	3 KB
16/04/2019	Report1.PDF	DISCHARGE SUMMARY	808 KB

**How long does it take to confirm receipt of the referral and method of confirmation?**

You will be notified that the referral has been received within seconds.

Please note that this does not mean the referral has been accepted; only that it has been received.

**What happens if the HealthLink referral fails to send?**

You will be notified if the submission fails. The e-referral will be parked and available to re-open and resubmit later. When delivered it will generate and send back an acknowledgement to you.

For any issues relating to this, contact HealthLink directly on [HelpdeskHL@healthlink.net](mailto:HelpdeskHL@healthlink.net) or 1800 125 036

**How do I access HealthPathways Melbourne ?**

Send a request to [info@healthpathwaysmelbourne.org.au](mailto:info@healthpathwaysmelbourne.org.au) or complete this access form:

<https://melbourne.healthpathways.org.au/LoginFiles/RequestLogin.aspx?topic=Request Access>