Important Notice

The SeNT Referral is not a substitute for clinical judgement which must be exercised in each consultation in which SeNT Referral is used.

SeNT Referrals use information extracted from the patient's record in the electronic healthcare record system in use during the consultation. It depends on coded (currently Read 2, Read 3 or SNOMED CT) information in the record and is unable to read free text. The completeness and accuracy of the coding of clinical information in the PMS are important determinants of the performance of the SeNT Referral module.

Overview

This manual provides an overview of the functionality of SeNT Referral Module and the various components within this decision support tool.

The SeNT Referral module has been developed in New Zealand by BPAC Clinical Solutions, a non-profit organisation in partnership with Bendigo PHN. BPAC Clinical Solutions has been providing electronic solutions in the primary care environment for over ten years. Currently its suite of products are used by 97.5% of general practitioners and primary care nurses in New Zealand.

Where required by clinical commission leads and other clinical leads in a local health area and PHN, variations have been made to the SeNT Referral Module to accommodate local care pathways.

Functionality

SeNT has in-built referral management capability designed to make life easier for healthcare professionals and to improve the quality of referrals.

There are three types of referral:

1. **Standard referral forms** - these are auto-populated forms with standard information about the patient, clinical information and referrer. They require the referring clinician to complete patient-specific referral information before the referral can be sent.
2. **Referrals triggered from within a Health Pathway** - Like the standard referral, the referring physician is required to complete patient-specific clinical information. However, these can be initiated from within the Health Pathway environment.
3. **Smart referrals** - these referrals auto-populate information from the PMS specific to the clinical area, and may include additional information for the referrer to complete.

The content of all referrals is also concordant with the guidelines of your PHN, secondary care providers and national and international standards such as the NICE guidelines. Any data entered into the form is automatically coded and written back to the PMS as the form is saved. When completed, the referral is converted into a PDF for saving into the patient's PMS record.

How it works

Once you are logged in and have a patient record on your desktop the SeNT Patient Review (for Best Practice users) displays an option to initiate a referral from the SeNT button in the widget. For Medical Director Users the SeNT widget will be positioned on your sidebar. In both cases a Sent Referral can be completed two ways:

1. By clicking on the 'SeNT' button under SeNT widget. This will initiate a standard referral form.
2. From within Health Pathways, for example by clicking on the Health Pathways button in the SeNT widget the user is able to initiate a SeNT referral form from within Health Pathways.

Once the referral option is initiated a screen will appear outlining various criteria to be filled out along with information auto-populated from the Patient's record.

Within the form there are a number of fields to note:
Begin typing in the 'Referral speciality' field at the top of the form to bring up a list of options to choose from.

A red asterisk indicates a mandatory field. The form will not submit unless all of these fields have been completed. When completed, the asterisk will change from red to green.

A padlock indicates a field that has been populated from the patient's record. This is not able to be edited within the form. Due to medico-legal reasons any information which needs updating must be completed within the patient's record. Once the patient information is updated and saved in the clinical software, press the Refresh button to update the information into the open eReferral.

Under the standard clinical information accordion, clicking on any of the tick boxes will include that information in the referral to sent to the secondary care provider.

Clicking on any of the magenta elipsis icons will reveal further details - such as patient contact or practice information - which are not displayed in the form.

To find out which required fields have not yet been completed, click the 'Missing fields' button in the footer bar. A click on any of the red links displayed in this box will relocate the cursor to the appropriate empty field.

When the required fields are all complete, the submit button will become active and you can send the referral.

Before the referral sends you will be able to preview the document to check that it is correct and complete. Click on the edit button to return to the form and make changes, or accept to finalise.

You will be notified when your referral has been sent. This means that the referral is written back into the patient's record and it sent securely to the end provider where you wish it to be reviewed.

Smart referrals

Smart Referrals have extra pertinent information added to the referral. These forms have been designed in consultation with your PHN and secondary care providers.

Where possible relevant information will be pulled from the patient's record contained within the PMS and then auto-populated back into the referral form. On occasion there may be a need for extra information to be provided to meet the requirements of the speciality before it can be sent. This will be highlighted by a red asterisk.

Next patient

Bringing up the next patient onto the PMS automatically refreshes the Patient Review. If you still have a module open from the previous patient, you will be asked to save and close, or close, this module before you progress any further. You will not be able to have two different patient reviews open at the same time, which helps to avoid data entry errors.

Further information
For further information about the SeNT referrals product, please visit our website:

www.bpacsolutions.com.au