Send your Outpatient and Community Health Referrals Electronically

Save time and cut consumable costs by sending your outpatient and community health referrals electronically at no cost using either Best Practice or Medical Director

Since February 2017, Eastern Melbourne PHN has been inviting general practices to trial an electronic referral solution to refer to Eastern Health, Austin Health, Banyule Community Health and Carrington Health.

An e-referral is a referral document that can be sent electronically from one healthcare service to another, as opposed to the current process of faxing or posting the referral.

The focus of this program is to implement a solution that enables the exchange of electronic referrals between different healthcare providers, regardless of the primary clinical information system currently in use and help to streamline your referral processes.

At no cost to the general practitioners or general practices, the two solutions being tested are **BPAC SeNT** and **Healthlink SmartForms**, both of which can be used from Medical Director 3.17 and above and/or Best Practice Premier (LAVA).

GPs who have been using an e-referral solution since February, have been very positive about the new referral process with feedback such as:

"I feel that it is easy enough to do and what makes it good is that I can do it remotely. It's a good thing and all GPs should do it."

"It takes a few goes to get the hang of it, but this will be far superior to faxing!"

"I received a notification, with appointment details. Quite impressive really."

"Very user friendly once clinic is found. Very happy with the 'confirmation' that was received."

"The process was quick and simple once utilised. Better than the old system."

"Definitely better than printing and faxing from my point of view."

"Easy process, the letter stored in BP software."

e-Referral Solutions – outlined below are details on the two e-referral solutions:

Healthlink Smartforms

Healthlink Smartforms e-referral solution is integrated within Medical Director and Best Practice and will streamline the completion and submission of electronic referrals. From your software programs, GPs will be able to select a form, have it pre-populated automatically with data from the electronic patient record, have it validated and sent securely to the intended recipient, and receive an acknowledgement of receipt without the need to print and fax. A copy of the form will automatically be stored securely in the patient's record. The following provides a demonstration of the product in Medical Director – Healthlink Smart Forms – www.youtube.com/watch?v=IKzhepphomY

BPAC Sent e-Referral Module

The SeNT eReferral Module can be activated via your clinical software and does not require any specialised software. The eReferral module will extract data from the patient's electronic medical into the eReferral template which can then be sent electronically directly to the receiving health service without the need to print and fax. A copy of the form will automatically be stored securely in the patient's record. Please view this video for a demonstration of the SeNT eReferral Module – www.youtube.com/watch?v=6YTS6Ia_A9M&feature=youtu.be

Technical Criteria

Use of the following internet browsers: Internet Explorer 9, 10 or 11; Chrome or Edge. This project doesn't support Firefox or Safari browsers.

> To ensure that you and your general practice are part of this important and innovative opportunity, please contact the Digital Health Team who can provide advice, training and support – digitalhealth@emphn.org.au