Referrals to Eastern Health – Acute Specialist Clinics
Update – December 2020

Following a successful pilot of electronic referrals (e-referrals) that has been running since 2018, Eastern Health has switched to HealthLink SmartForms as the standard format which we require referrals to submitted for Acute Specialist Clinics.

From 1st December, Eastern Health will be transitioned to requiring e-referrals via HealthLink as the method for receiving referrals for acute specialist clinics. It is acknowledged that this is a significant change and GP clinics will have a transition period until 31st January 2021. During this time, extra support will be provided to GPs to ensure clinics with conformant software will be able to successfully transition to electronic referrals.

This 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 referrals and support adherence to the statewide referral criteria released in 2019
- 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.

Healthlink SmartForms include a direct link to HealthPathways Melbourne which is up-to-date with Statewide Referral Criteria, making it easy for GPs to include the required information in the referral to ensure 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!!

For assistance with the Healthlink SmartForms in your software, contact Healthlink on 1800 125 036 or email: HelpdeskHL@healthlink.net

For additional training, including demonstrations, contact Eastern Melbourne Primary Health Digital Health team at **digitalhealth@emphn.org.au** or, if urgent call 9046 0300.

For assistance or questions about the e-Referral template, contact Outpatients.BOHANUM@easternhealth.org.au or via the Eastern Health contact centre on 1300 342 255. **Please do not email referrals to this email address**

Eastern Health's GP liaison officer, Dr Penny Gaskell, can be contacted at penny.gaskell@easternhealth.org.au

_____ Eastern Health 1300 342 255 _____

| Angliss Hospital | Box Hill Hospital | Healesville Hospital and Yarra Valley Health | Maroondah Hospital | Peter James Centre | Wantirna Health | Yarra Ranges Health |

_____ Statewide Services _____

| Spectrum 03 8833 3050 | Turning Point 03 8413 8413 |

Frequently asked questions?

Does this apply to all specialist /outpatient clinics?

E-referral applies to all acute specialist clinics, including antenatal clinics. These are listed on the Eastern Health specialist clinics webpage.
It does not include referrals to emergency departments, mental health, sub acute ambulatory clinics (SACs), or investigations such as respiratory functions test, nerve conduction testing or cardiology investigations.

How to do e- referral?
The following link is to the HealthLink Knowledge Base which has guides to all conformant Clinical Software.

Additionally, you can review the e-Referral Program page on EMPHN's website

How do I access the Healthlink SmartForm from my medical software?

This short video demonstrates how the smart forms are accessed from Medical Director and Best Practice
https://vimeo.com/320649346

How does HealthPathways figure into the e-Referral process?

The Healthlink Smart Form includes a link to HealthPathways Melbourne. Depending on the clinic you are sending a referral to, this link will take you straight to the relevant referral page on HealthPathways Melbourne. Where statewide referral criteria exist for the condition, this information will be available on HealthPathways Melbourne.

Which medical software is compatible with e-referral?

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

What happens if I don't have conformant software to send an electronic referral?

You will be contacted by Eastern Health to transition to an alternative e-referral.

Are you not going to accept paper referrals after the 1st of December?

Eastern Health will accept faxed referrals until 31 January 2021 however, **after this date only e-referrals will be accepted.**
Those clinics using compliant software are strongly encouraged to use e-referral from December 1st 2020.

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

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

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

What happens if the HealthLink referral fails to send?

You will be notified at the time if the submission fails. The e-referral will be parked and available to reopen and resubmit later. When delivered it will generate and send back an acknowledgement to you.
For any issues relating to this, please contact HealthLink with any queries - HelpdeskHL@healthlink.net

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How do you attach investigation results?

You can attach results, reports etc. in the format which is highlighted on the SmartForm:
- Attaching file from CIS supports: **gif, html, jpeg, doc, docx, pdf, txt, rtf, tiff**
- Attaching file from Computer (i.e. desktop) supports files that end in types: **doc, docx, gif, htm, html, jpeg, jpg, pdf, rtf, tif, tiff, txt**

Can I refer to 2 specialists on one referral?
No. you will need a separate e-referral for each clinical issue service.

Does e-referral auto populate demographics?
Yes, patient demographics, medication results, past history, diagnosis and practice details all auto populate.

What do I do if I cannot attach documents?
Contact HealthLink 1800 125 036 or email:

How do I access HealthPathways Melbourne (melbourne.healthpathways.org.au)
Send a request to info@healthpathwaysmelbourne.org.au or complete this access request form.
https://melbourne.healthpathways.org.au/LoginFiles/RequestLogin.aspx?topic=RequestAccess

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