

This document is developed for GPs, and answers commonly asked questions regarding the new Electronic Referral system – HealthLink.

# **When** will Monash Health Specialist Consulting be able to receive eReferrals?

eReferrals can be received from your practice as of **17th August** via HealthLink secure messaging.

# Will all Monash Health Specialist Consulting services **accept** eReferrals?

No. Monash Health has made most Specialist Consulting Services available via HealthLink eReferrals. It is envisaged that Monash Health will adopt eReferrals for other services, with Monash Heart, Maternity and Community Health services considered as potential next areas for adoption.

# **What will I receive** from Monash Health when my eReferral is processed?

Monash Health provides the following information to GPs/practices throughout the referral management process (where appropriate):

Notification of:

* + Confirmed receipt of referral via an automated electronic response
  + Rejection of referral as additional information is required and a request to resubmit with all mandatory information for processing
  + Confirmation of appointment booked with patient

# **How** would I send an eReferral from within my clinical information system?

Pre-populated Monash Health Smartforms will be made available for **Best Practice** and **Medical Director** under the HealthLink tab. You can add/remove information as required, including selecting relevant investigations and clinical notes held within your clinical information system.

Practices that use other clinical information systems can utilise the HealthLink portal to submit eReferrals; however, the information will not be pre-populated. You will be able to attach documents via your computer and paste notes from your clinical information system.

# Can I still **fax** referrals?

Yes. Referrals can still be faxed to Monash Health for the foreseeable future, although there are considerable benefits to utilising the eReferral end-to-end process. These include enhanced information protection and automated electronic confirmation on the receipt of a referral, which cannot be sent for faxed referrals.

# Where can I find **more information**?

If you have any difficulties using the HealthLink Smartforms, please refer to the referral guidelines provided to you by HealthLink during the integration process. Alternatively, contact **HealthLink Technical Support on 1800 125 036 or helpdesk@healthlink.net**

For questions about your eReferral once submitted to Monash Health, please contact **Monash Health Specialist Consulting on 1300 342 273 or outpatient\_enquiries@monashhealth.org**