

# E-referrals to Eastern Health – Acute Specialist Clinics

February 2021 Version 4

From 1<sup>st</sup> December 2020, Eastern Health is transitioning to requiring e-referrals via HealthLink SmartForms as the method for receiving referrals for acute specialist clinics. It is acknowledged that this is a significant change and clinics will have a transition period until 31<sup>st</sup> 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.

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
- 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 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](#)

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 assistance or questions regarding the e-referral template, contact [outpatients.BOHANUM@easternhealth.org.au](mailto:outpatients.BOHANUM@easternhealth.org.au) or 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](mailto:penny.gaskell@easternhealth.org.au)

## 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, respiratory function tests 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 \(EPAS\)](#)
- [Emergency departments](#)
- [Fetal Maternity Assessment Clinic \(FMAC\)](#)
- [Geriatric Evaluation and Management at Home \(GEM@Home\)](#)
- [Hospital Admission Risk Prevention \(HARP\)](#)
- [Hospital in the Home](#)
- [Mental health services](#)
- [Nerve conduction studies](#)
- Sub-acute ambulatory clinics (SACS). These services include:
  - Continenence 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 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](#)

**\*\*\* Please note that we are moving towards including several of above services in e-referral. Information will be provided when 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.

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

If you are in the Eastern Health catchment, please contact Dr Penny Gaskell [penny.gaskell@easternhealth.org.au](mailto:penny.gaskell@easternhealth.org.au) for further information.

If your clinic is outside the Eastern Health catchment, please email Dr Penny Gaskell [penny.gaskell@easternhealth.org.au](mailto:penny.gaskell@easternhealth.org.au) , provide your clinic name, and the software you are currently using.

You can continue to fax or post referrals but do not email any referrals to email addresses as they are not encrypted and you will be asked to re-send.

### Are you going to accept faxed referrals after January 31<sup>st</sup> 2021?

All GP clinics with compatible software will be required to send all acute specialist clinics referrals via e-referral. Until an alternative e-referral solution is available, practices with non-complaint software will be able to continue to fax.

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

Patient demographics, active medications, past history and practice details all auto populate.

**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

**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](https://melbourne.healthpathways.org.au) ?**

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>

