



Victorian e-Referral Program

Expressions of Interest

Background

Eastern Health, Austin Health, Banyule Community Health, Carrington Health and Eastern Melbourne PHN, as part of a consortia, have been successful in an application for funding as part of the Victorian e-Referral program. This program is jointly funded through Department of Health & Human Services (DHSS) in partnership with the Australian Digital Health Agency (ADHA).

An e-Referral is an electronic document that can be sent electronically from one healthcare service to another, rather than traditional methods such as fax and post.

The focus of this program is to implement a solution that enables the exchange of electronic referrals between different healthcare service providers within the Eastern Melbourne region,

regardless of the primary clinical information system currently in use. This project will help general practice and health services to streamline their referral processes.

This pilot project will run from early 2017 until 30th June 2017 and will implement two end-to-end e-Referral solutions that can exchange e-Referrals between General Practice and Eastern Health and Austin Health, as well as Banyule Community Health and Carrington Health.

At no cost to the General Practitioners or general practices, the two solutions being tested are **BPAC SeNT Referral** and **HealthLink SmartForms**, both of which can be accessed via your GP Clinical Information systems, Medical Director and/or Best Practice.



Project Objectives

- Prepare a client referral that is pre-populated with all relevant clinical information from the GP Clinical Information System (Medical Director and/or Best Practice)
- There will be a variety of referral templates available (Hospital and Community Health based)
- Once the referral has been finalised by yourself it will be sent via secure message delivery (**HealthLink**) to the intended organisation whilst the client is present during the consultation
- The GP will receive an electronic acknowledgement from the intended healthcare organisation that the referral has been received.

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 their desktops, GPs will be able to select a form, have it pre-populated automatically with data drawn from the Clinical Information system, have it validated and sent securely to the intended

recipient, and receive an acknowledgement of receipt. A copy of the form can then be automatically attached to the client's record or stored securely in the GP's Clinical Information systems. The following provides a demonstration of the product in Medical Director - [HealthLink Smart Forms](#)

BPAC Sent e-Referral Module

The SeNT e-Referral Module can be activated via the GP's clinical information system and does not require any specialised software. The e-Referral module will extract a copy of the client's record into the e-Referral module then once information is verified will present it in the GP referral template and send the referral to the nominated provider. Please view this video for a demonstration of the [SeNT eReferral Module](#)

Project outline

From early 2017, participants in the trial will have an opportunity to use an e-Referral solution and provide feedback on the interface, the information contained in the referral and the associated workflow. During the project timeline, referrals can be made to the following local health networks and the outpatient clinics outlined below:

Local Health Network	Site	Clinics		
Eastern Health	Box Hill Maroondah	Community Rehabilitation Cognitive Dementia Assessment Continence Geriatric Medicine Parkinson's Management Pain Management Services	Cardiac Rehabilitation Falls Prevention Oncology Rehabilitation Gynaecology Gastroenterology Respiratory Medicine Heart Failure Rehabilitation	Pulmonary Rehabilitation Geriatric Evaluation and Management
Carrington Health	Box Hill	Physiotherapy Occupational Therapy Geriatric Medicine Nutrition and Dietetics Podiatry	Speech Pathology Falls Prevention Community Health Nursing Cardiac Rehabilitation Phase 3 Counselling	Diabetes Education Psychology Paediatric Medicine Oral Health Exercise Physiology
Austin Health	Heidelberg	Cardiology ENT/Head and Neck Unit Neurology Orthopaedic Surgery Plastic Surgery	Urology Surgery Hepatobiliary Surgery Breast Surgery Upper GI/Endocrine Gynaecology	Gastroenterology Respiratory Medicine Dermatology Haematology
Banyule Community Health	West Heidelberg	Physiotherapy Podiatry Nutrition and Dietetics	Occupational Therapy Diabetes Nurse Education Counselling	Oral Health

Technical Criteria

In order for your General Practice to take part in this pilot you will need to use one 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 complete the *Expression of Interest application* below.

Contact

Any questions about the e-Referral project should be directed to:

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EOI Application

Please forward the completed expression of interest to:
kirsty.macdougall@emphn.org.au or fax (03) 8686 1472.

Title:

Name:

Practice:

Contact details:

Phone:

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