

eReferral to Northern Health Specialist Clinics – *Supporting timely access to patient care*

Northern Health is committed to providing patients with timely access to Specialist Clinics. Each day Northern Health receives approximately 350 referrals for Specialist Clinics, of these referrals around 17% do not have the correct supporting information to triage the referral, or the referral does not clearly state the requested Specialist Clinic. For these referrals, patient access to Specialist Clinics is delayed as administrative and clinical staff attempt to understand the referrers request and collect sufficient information to triage the referral.

As of June 11 2018 referrals that do not contain sufficient information to triage and/or the requested specialty is not clearly indicated will not be accepted by Northern Health and returned to the referrer

eReferral to Northern Health

To assist future referrals, Northern Health now accepts electronic referrals from General Practice utilising your clinics software system. The HealthLink eReferral Solution allows GP's to pre-populate eReferrals from the clinic software and deliver electronically to Northern Health. Advantages of the eReferral solution are:

- GP's are able to refer to all Northern Health Specialist Clinics
- It is free of charge to the GP practice
- Pre-populates critical patient health information into the referral and reducing the requirement for collating information manually
- eReferrals allow for the attachments (pathology, radiology results etc) to be sent with the referral – providing the accurate information for triaging clinicians.
- A receipt acknowledgement is provided real-time following the submission of the eReferral providing the GP with confidence that the referral has been received and is progress.

For a step by step guide on how to send eReferrals using common practice software please follow the links below:

- Medical Director: https://www.youtube.com/watch?v=qdF7eaC_qwE
- Best Practice: https://www.youtube.com/watch?v=XqB8_7tFSX4

For any queries relating to HealthLink SmartForms or to have this solution enabled within the clinical software system, please contact HealthLink on 1800 125 036 or Helpdesk@healthlink.net

Northern Health Referral Guidelines

The Northern Health website (www.nh.org.au) now contains up to date referral guidelines for Specialist Clinics. Simply go to the **Referrals** under the **Health Professionals** tab to see:

- the minimum information required for all referrals
- Specialty specific inclusion and exclusion criteria
- Specialist specific supporting information requirements to allow appropriate triage.

HealthPathways Melbourne

Northern Health supports the use of HealthPathways Melbourne when referring to Specialist Clinics. HealthPathways Melbourne provides referring GP's with a comprehensive suite of clinical pathways, including guidance on when to refer and what information is required to accompany a referral.

Web: www.melbourne.healthpathways.org.au

Username: connected

Password: healthcare

Should you have any questions please contact the Northern Health Specialist Clinics on phone: 8405 8335 or via email: SpecialistClinics@nh.org.au

Yours sincerely,



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