

Frequently Asked Questions

WHEN WILL PENINSULA HEALTH OUTPATIENTS BE ABLE TO RECEIVE EREFERRALS?

eReferrals can now be received from any practice that currently has ReferralNet or Argus secure messaging. A growing number of practices are already sending their outpatient referrals via ReferralNet.



CAN I SEND EREFERRALS TO PENINSULA HEALTH USING ARGUS OR ANOTHER SECURE MESSAGING PROVIDER?

ReferralNet and Argus are interoperable so you will be able to use your existing Argus software to send eReferrals to Peninsula Health.

ReferralNet is the preferred secure messaging provider for Peninsula Health and due to our current enterprise license, ReferralNet can be made available **free of charge** to all practices operating within the Frankston Mornington Peninsula region. Practices currently using Argus can switch to ReferralNet and save the cost of their Argus subscription, as ReferralNet can send messages to all Argus providers within your referral network.

WHAT WILL I RECEIVE FROM PENINSULA HEALTH AS MY EREFERRAL IS PROCESSED?

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

- Notification of:
 - Planned specialist appointment
 - Client acceptance on wait-list
 - Patient failing to meet clinical criteria/guidelines
 - Services that are not available at Peninsula Health
- Confirmation of first specialist clinic appointment
- Confirmed receipt of referral via an automated electronic response
- Rejection of referral as additional information required and a request to resubmit with all mandatory information for processing

WHAT IS THE MANDATORY INFORMATION THAT SHOULD BE INCLUDED IN THE REFERRAL?

- | | |
|---------------------------------------|--|
| • Speciality identified | • Date of birth |
| • Full name of patient | • Referring GP details |
| • Name of a parent, guardian or carer | • Referring GP provider number |
| • Postal Address and Telephone number | • Referrer's signature (unless submitted by ReferralNet) |



The Peninsula Health Outpatients eReferral template includes the above information, and auto-populates it from your GP system (where applicable). Clinicians may reject referrals if they do not have the required information as per relevant clinical guidelines.

Peninsula Health will update clinical guidelines for all outpatient clinics and publish them for GPs and patients to access [here](#).

HOW WOULD I SEND AN EREFERRAL FROM WITHIN MY PMS?

Pre-populated referral templates in line with the RACGP guidelines are available for Best Practice and Medical Director. GPs are able to add/remove information as required, including selecting relevant investigations held within their PMS.

OUR PRACTICE USES A DIFFERENT PMS - CAN WE STILL SEND EREFERRALS?

Practices who use other PMSs should continue to submit referrals by fax at this stage.

It is envisaged that templates for other commonly used GP PMS will be developed in the future. We encourage these practices to contact PHSecureMessaging@phcn.vic.gov.au to express any interest in using eReferral.

CAN I STILL SEND REFERRALS VIA FAX?

Yes.



Referrals can still be faxed to Peninsula Health for the foreseeable future, although there are significant efficiency and security benefits that can be realised across the end-to-end referral process, should secure messaging be used instead. This includes an automated electronic response confirming the receipt of referral which cannot be sent for faxed referrals.

However, all communication back to referrers will be sent via ReferralNet. As such, all practices are encouraged to install ReferralNet to enable this process.

CAN WE SEND EREFERRALS FOR ALL OUTPATIENT CLINICS?

No. At this stage, the following clinics are unable to receive electronic referrals:

- Cardiology
- Thoracic Medicine - Respiratory/Lung Function
- Neurophysiology (EEG/EMG)
- Sleep Lab
- Stomal Therapy
- Acute Allied Health
- Mental Health
- ACCESS Referrals
- Breast Care Nurse

It is envisaged that over time a number of these clinics will align with the Outpatient eReferrals and triage process.

For any queries on where to direct referrals, please refer to the Outpatient section on the GP Liaison Unit website [here](#) or contact Outpatients directly on (03) 9784 2600.

WILL PENINSULA HEALTH BE ADOPTING EREFERRAL FOR OTHER SERVICES IT DELIVERS?

Peninsula Health aims to adopt eReferral for other services, with Community Health and Sub-acute services considered as potential next areas for adoption.



Peninsula Health will keep all practices informed of progress in this area via updates to the GP Liaison website, newsletters and FAST FACT emails to Practice Managers listed within our database.

HOW DO I INSTALL REFERRALNET?

Your practice may already have ReferralNet installed. To check this, please contact ReferralNet as per below:



Email: referralnet.support@global-health.com

Telephone: 1300 723 938, then press 2 for Support and then 4 for ReferralNet Support

Installation can be arranged by completing the online registration form [here](#). Once complete, a member of the ReferralNet support team will contact you and schedule an installation with you or your IT support team.

WHO DO I APPROACH IF I HAVE ADDITIONAL QUESTIONS?

If you have any difficulties using the referral template, please refer to the materials provided to you by ReferralNet during the installation and testing process.

For any questions about your eReferral once it has been sent to Peninsula Health, please contact Peninsula Health Outpatients 03 9784 7155. For any further information, please contact PHSecureMessaging@phcn.vic.gov.au

