

Peninsula Health eReferral FAQ assistance guide

Here are some handy hints for issues with eReferral

Please let your patients know to call Outpatients Department on 9784 2600 if they have not been contacted about their appointment after 2 weeks.

Outpatients have declined my referral

If you are not clear about why your referral was declined contact Outpatients on 03 9784 2600.

New e-referral Set up

To set up e-referral to Peninsula Health please email the Digital Application Team on digi-apps-team@phcn.vic.gov.au including your GP Clinic name and phone number.

What can I do if my referral will not send?

Is the Peninsula Health contact card correct in my GP practice address book?

Best Practice

- Contact name is Peninsula Health Outpatients (ReferralNet)
- User ID is ph.outpatient

Medical Director

- Contact name is Peninsula Health Outpatients
- email address is DG-All-REFNET-Notifications@phcn.vic.gov.au

Please note

- Do not change contact name in your system
- The same contact name is to be used for both the Outpatient Department and Antenatal referral templates

For the following e-referral issues

- Not receiving the automatic replies from Peninsula Health
- Template is not performing
- Having both receiving and sending issues
- We have upgraded our computers or have new ones installed & need ReferralNet configured
- The template has been deleted or removed
- We are about to update or migrate our server which may affect ReferralNet

Contact global health either by email [referralnet.support@global-health.com/
enquiries@global-health.com](mailto:referralnet.support@global-health.com/enquiries@global-health.com) or Phone 9675 0600