

Peninsula Health eReferral FAQ assistance guide

What can I do if my referral won't send? Here are some handy hints to assist you if you are having eReferral sending difficulties

- 1. Has the Peninsula Health contact card been altered in the address book?** For sending to work, the contact cannot be adjusted. For **BP**, it should read *Peninsula Health Outpatients (ReferralNet)*, and the user ID should be *ph.outpatient* For **MD**, it should be *Peninsula Health Outpatients*, and the email address should be DG-All-REFNET-Notifications@phcn.vic.gov.au
Please also remember the same contact is to be used for both the OPD and Antenatal templates
- 2. I am not receiving the automatic replies from Peninsula Health?** For most clinics, an automatic response will be sent, but not by all. Gradually we will add more and more clinics to this automatic reply list during 2020. You may send electronic referrals to all PH Outpatient clinics. If you are not receiving any replies at all, please contact ReferralNet support on <https://www.referralnet.com.au/support> and raise a ticket
- 3. My referral has been rejected by Outpatients?** Please speak directly with Outpatients on 03 9784 2600
- 4. The template is not performing?** Please email PHSecureMessaging@phcn.vic.gov.au and we will be in contact as soon as possible
- 5. The Head of Unit is wrong or no longer exists on my template?** Please alert your Practice manager to this, as a guide on how to adjust these has been distributed
- 6. I am having both receiving and sending issues?** Please contact ReferralNet support on <https://www.referralnet.com.au/support> and raise a ticket
- 7. We have upgraded our computers or have had new ones installed and need ReferralNet configured?** Please contact ReferralNet support on <https://www.referralnet.com.au/support> and raise a ticket
- 8. The template has been deleted or removed?** Please email PHSecureMessaging@phcn.vic.gov.au and we will be in contact as soon as possible
- 9. I would like to organise GP training or an in-service at our Practice?** Please email PHSecureMessaging@phcn.vic.gov.au and we will be in contact as soon as possible
- 10. We are about to update or migrate our server, will this affect ReferralNet?** The best way to ensure there are no interruptions to ReferralNet during or after server work, is to please have your IT contact Global Health (numbers below) prior to this



work, and they will ensure any necessary work from their end is carried out before your server is updated

Handy links

ReferralNet (Global Health) phone support Monday to Friday | 0830 - 1700 | **+61 3 9675 0600**

<https://www.referralnet.com.au/support/faq>

<https://www.referralnet.com.au/contact-us>

Peninsula Health Outpatients Department Monday to Friday | 0830 - 1700 | **+61 3 9784 2600**

Peninsula Health GP Liaison office <https://www.peninsulahealth.org.au/health-professionals/gp-liaison/>



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