

## Send Your Referrals Electronically Free

Save time and cut consumable costs by sending your referrals electronically for free using either

### Best Practice or Medical Director

We are pleased to advise that as from 16<sup>th</sup> October, Northern Health and Plenty Valley Community Health will be able to receive e-referrals. An e-referral is a document that can be sent electronically from one healthcare service to another, opposed to the current process of faxing or posting the referral.

The focus of this program is to implement a solution that enables the exchange of e-referrals between different healthcare providers, regardless of the primary clinical information system in use and help to streamline your referral processes.

**At no cost to the general practitioners or general practices**, the **Healthlink SmartForms** solution can be used from Medical Director 3.17 and above and/or Best Practice Premier (LAVA).

GPs referring to Austin Health, who have already been using this e-referral solution since February, have been very positive about the new referral process with feedback such as:

- “I feel that it is easy enough to do and what makes it good is that I can do it remotely. It’s a good thing and all GPs should do it.”
- “Very user friendly once clinic is found. Very happy with the ‘confirmation’ that was received.”
- “The process was quick and simple once utilised. Better than the old system.”
- “Definitely better than printing and faxing from my point of view. Easy process, the letter stored in BP software.”
- “It takes a few goes to get the hang of it, but this will be far superior to faxing!”

Healthlink Smartforms e-referral solution is integrated within Medical Director and Best Practice and will streamline the completion and submission of electronic referrals. From your software programs, GPs will be able to select a form, have it pre-populated automatically with data from the electronic patient record, have it validated and sent securely to the intended recipient, and receive an acknowledgement of receipt without the need to print and fax. A copy of the form will automatically be stored securely in the patient’s record.

The following links provide a demonstration of the product in:

[Medical Director](#)

[Best Practice](#)

Before using HealthLink Smartforms, we would like to capture a few measures regarding your existing referral processes (e.g. faxing) that will assist in evaluating what improvements electronic referrals make to your workflow within the Practice. Please complete a short survey that takes no longer than five minutes by clicking on the following link: [https://www.surveymonkey.com/r/PVCHPreeReferral17\\_18](https://www.surveymonkey.com/r/PVCHPreeReferral17_18)

### Technical Criteria

Use of the following internet browsers: **Internet Explorer 9, 10 or 11; Chrome** or Edge. This solution doesn’t support **Firefox** or **Safari** browsers.

To ensure that you and your General Practice are part of this important and innovative opportunity, please contact Joe Manners, Digital Health and General Practice Support, NWMPHN, who can provide advice, training and support – [joe.manners@nwmpnh.org.au](mailto:joe.manners@nwmpnh.org.au)