

# Incoming faxes not being received



Dear Health Care Partners,

Due to a technical issue with our referral software that has now been resolved, some areas of The Royal Melbourne Hospital (RMH) may not have received, or received incomplete faxed referrals from external health care providers. We understand that referring providers did not receive a 'referral unsuccessful', or similar message to notify them of the issue.

Please note: if your service sent referrals between **8:00am on Monday 5 December 2022** and **10:00am Friday 9 December 2022**, it is likely that the RMH did not receive them. To this end, we kindly request that these referrals are faxed to the impacted RMH service below:

Outpatients: 03 9342 4234

Subacute Ambulatory Care Service (SACS): 03 8387 2217

We apologise for any inconvenience this may have caused.

If you have any queries, please contact the GP Liaison Office via email: [gpliaison@mh.org.au](mailto:gpliaison@mh.org.au) or phone: (03) 8387 2161.