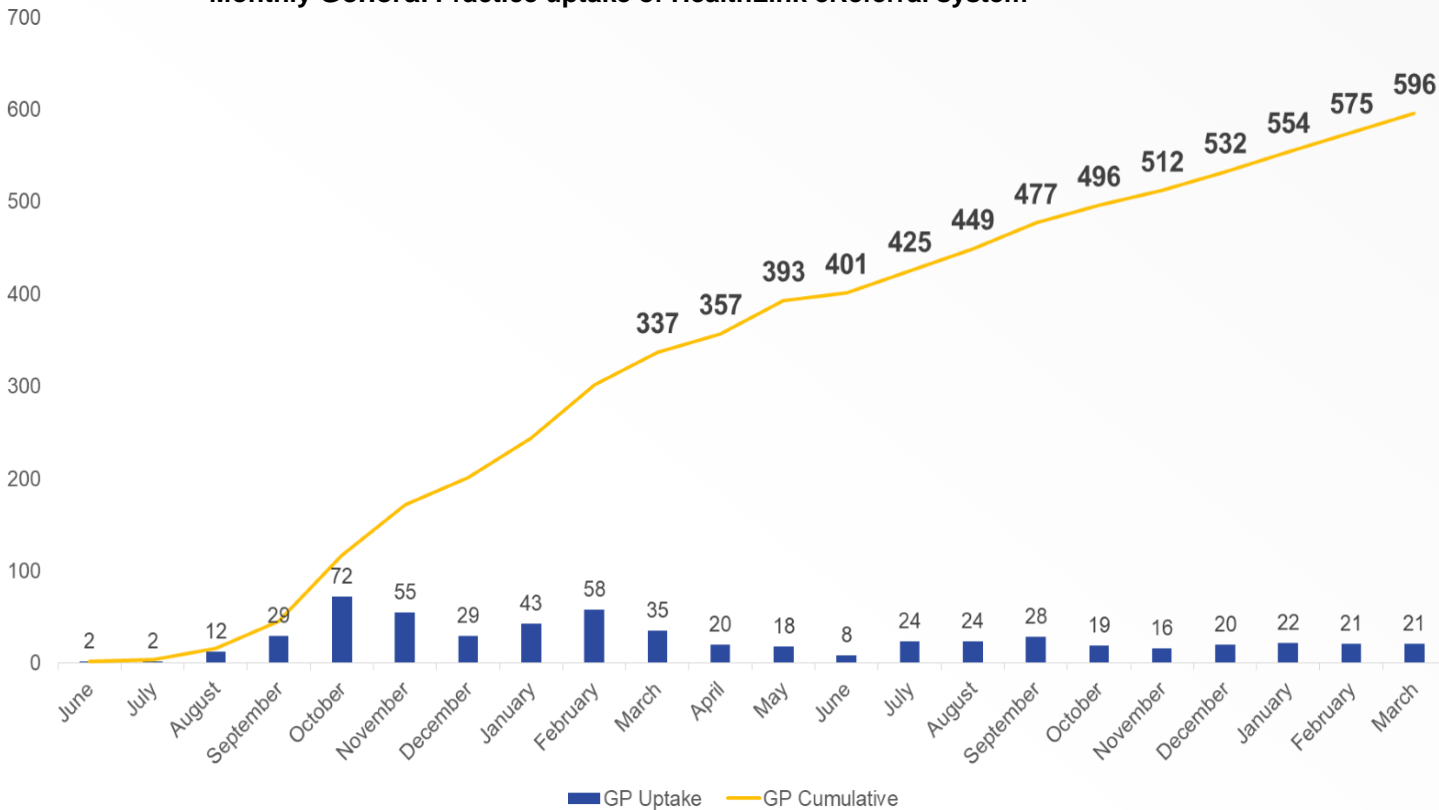


Secure eReferrals

From July 1 Monash Health will receive all referrals via a single, safe and secure electronic referral portal

The HealthLink Portal allows GPs to submit pre-populated eReferrals directly to Monash Health. Other clinicians can access HealthLink SmartForms through a web based MyHealthLink portal.

Monthly General Practice uptake of HealthLink eReferral system



Monash Health adopted the HealthLink eReferral portal in **June 2020**. Since then uptake has steadily grown.

Currently, ~ **35%** of our external referrals are received via HealthLink

We have the mechanisms to receive **100% of referrals electronically**

- 70-80% of GPs now have the technology to send electronic referrals via HealthLink
- Monash Health offer a web based portal for GPs and **Specialists** without integrated software to electronically submit referrals.

It's now time to leverage this technology and engagement and transition to a **single safe, secure mechanism for receiving referrals**



The new electronic referral policy benefits our referrers, our clinicians and our patients.

Reasons for this change

- ✓ Utilises safe and secure technology
- ✓ HealthLink eReferrals simplifies our current referral management process.
- ✓ Referral receipt acknowledgment automatically generated, improving communication and confidence in the system
- ✓ HealthLink SmartForms improves referral quality by ensuring essential data is provided
- ✓ Eliminates risks of referral loss and transmission breakdowns that are present with paper, fax and email referral
- ✓ Brings our referral receipt practices in line with other Victorian tertiary hospitals

Single, electronic referral pathway with HealthLink and SMR

External referral generated in HealthLink
(integrated desktop software or via Portal)
<https://auportal.healthlink.net/hlkportal/login>



Internal referral generated in SMR
(maintain current process)
<http://smr.internal.southernhealth.org.au/udr/login/login.jsp>



Referral
automatically
received



Our roll out plan is designed to mitigate risks, drive engagement and achieve our July 1 goal



Mitigation strategy:

Prepare

Inform

Target

Support

Timeline

Now

June 10

-3 weeks

June 14

Go live July 1

Key actions

- Deploy mass communications to GPs advising they switch to eReferrals now (don't wait until July 1)

- Instructions on referring through HealthLink will be available on the Monash Health website

- Apply targeted messaging to GPs who continue to fax
- External specialists from the past 12 months will be identified and contacted to be advised of the change

- Special Hotline option added to 1300 Referral Management phone line.
- Front load resources to respond to HealthLink related enquires and requests for support

Engagement support

- Monash GP Liaison Unit
- Local PHNs
- Monash websites
- Outgoing correspondence

Public affairs

- Support from PHNs
- Internal Specialists

Specialist Consulting



You can assist us now by registering for HealthLink and spreading the news



If you send referrals from your rooms register with HealthLink now

https://au.healthlink.net/au_registration/

On the registration page you will be asked what would you like to use HealthLink for?

WHAT WOULD YOU LIKE TO USE HEALTHLINK FOR?*

- Receive Electronic Correspondence (Free of charge)
- Send Electronic Correspondence (This may incur a charge)
- Send Electronic Smart Forms (My Aged Care, Transport for NSW, Monash Health etc)



Please select Send Electronic Smart Forms option when registering with HealthLink to refer to Monash Health.

