

External Hospital Organisation e-Referrals to Acute Specialist Clinics (Eastern Health)

Nov 2023 Version 4.1

From 1st December 2021, Acute Specialist Clinics (Eastern Health) transitioned to requiring e-referrals via HealthLink smart forms as the method for receiving referrals to Acute Specialist Clinics. This approach is aimed towards “axing the fax” for better, safe transfer of care in Acute Specialist Clinics only. *This is not an organisation-wide change. All other departments will continue as per their normal process.* It is acknowledged that this is a significant change and extra support will be provided to ensure practices with and without conformant software will be able to successfully transition to electronic referrals.

The move is designed to ensure your patients' identifiable clinical information is transmitted directly to the Acute Specialist Clinics in a secure format, which will result in:

- receipt of referrals which are intact and complete
- improved legibility
- fewer declined referral and support adherence to the state-wide referral criteria released in 2019 and 2021
- improved appointment advice response times for patients and GPs

REDCap Survey Referrals for External Hospital Organisations

External Hospital organisations can refer patients via REDCap survey following this link: <http://redcap.link/ehasc> or using the below QR code:



Supporting Documents for REDCap Survey Referrals

All discharge summaries must be faxed separately to Health Information Services (HIS) department for scanning via (03) 9871 3357. Please indicate in the referral details section if a copy has been sent to HIS.

Any supporting documents (other results, imaging, or attachments to support this referral) can be sent securely via Filedrop after completion of the survey (*Note: This excludes discharge summaries*), using the following link: <https://securemail.easternhealth.org.au/filedrop/Outpatients>

Frequently asked questions

Does this apply to all specialist/ outpatient clinics at Eastern Health?

No, e-referral only currently applies to all acute specialist clinics and antenatal clinics. A list of all acute specialist clinics can be found [here](#).

It does not include referrals to the following services: (click on each hyperlink for further referral information)

- [Aged Care Assessment Service \(ACAS\)](#) – referrals through the My Aged Care (MAC) website
- [Cardiology investigations](#)
- [Community health services](#)
- [Emergency departments](#)
- [Geriatric Evaluation and Management at Home \(GEM@Home\)](#)
- [Hospital Admission Risk Prevention \(HARP\)](#)
- [Hospital in the Home](#)
- [Mental health services](#)
- Sub-acute ambulatory clinics (SACS). These services include:
 - Contenance Clinic
 - Falls and Balance
 - Cognitive Dementia and Memory Service (CDAMS)
 - Complex Care Clinic
 - Movement Disorders
 - Ambulatory Pain Management Service (APMS)
 - Rehabilitation Medicine
 - Focal Spasticity
 - Chronic rehabilitation - Cardiac, Heart Failure, Respiratory and Oncology

The referral form for Ambulatory Care and Community Services, and Subacute is available [here](#). Currently, referrals should be faxed to the Eastern Health Access Unit on (03) 9881 1102. Further information on these services is available [here](#).

Maternity Services have transitioned to exclusively using electronic referrals. Hence, they are no longer utilising their patient online maternity booking form. Further information on this service is available [here](#).

***** Please note that we are moving towards including several of the above services in e-referral. Information will be provided as it becomes available*****