

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

## January 2024 Version 4.2

From 1<sup>st</sup> 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.*




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

For further information and a list of clinics, please visit the [Eastern Health Specialist Clinics webpage](#).

## REDCap Survey Referrals for External Hospital Organisations

External Hospital organisations can refer patients via REDCap survey links to

Acute Specialist Clinics	Oncology / Haematology (& Thoracic Surgery) Specialist Clinics	Ophthalmology (Eye Services)
<ul style="list-style-type: none"> <li>• <a href="http://redcap.link/ehasc">http://redcap.link/ehasc</a></li> </ul> 	<ul style="list-style-type: none"> <li>• <a href="https://redcap.link/ehonc">https://redcap.link/ehonc</a></li> </ul> 	<ul style="list-style-type: none"> <li>• <a href="https://redcap.link/eheye">https://redcap.link/eheye</a></li> </ul> 

## 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 - noting, "for HIS scanning only". Please indicate in the referral details section if a copy has been sent to HIS.
- **To send/receive medical images to Eastern Health**, go to <http://ehmiadmin/mi/mix/>  
*Note: Do NOT use Internet Explorer. Use Edge or Chrome ONLY.*
- **Any other supporting documents** (other results 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 has transitioned to exclusively using electronic referrals since March 2022. 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\*\*\***