![CareConnect eReferrals logo]

CareConnect
eReferrals

**Quick Reference Guide - MyPractice**

Contents

Launching an eReferral from MyPractice

1. Search for your patient by selecting the **"Patient"** icon within the main MyPractice homepage screen.

2. In the name space field type in the first letters of the Patient surname and select **"Search".**

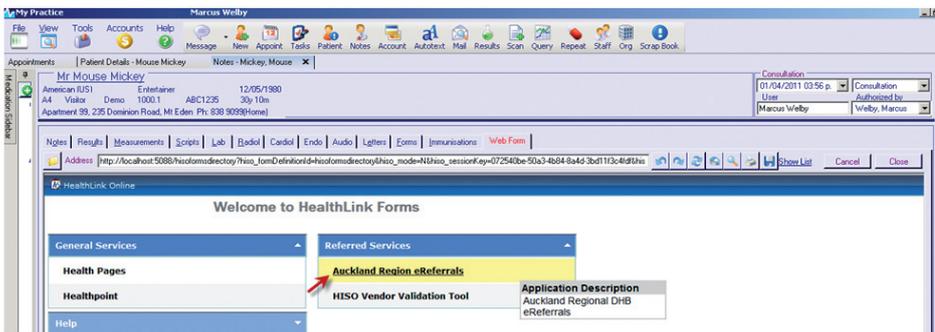3. When you have located the correct patient select **"OK"**.
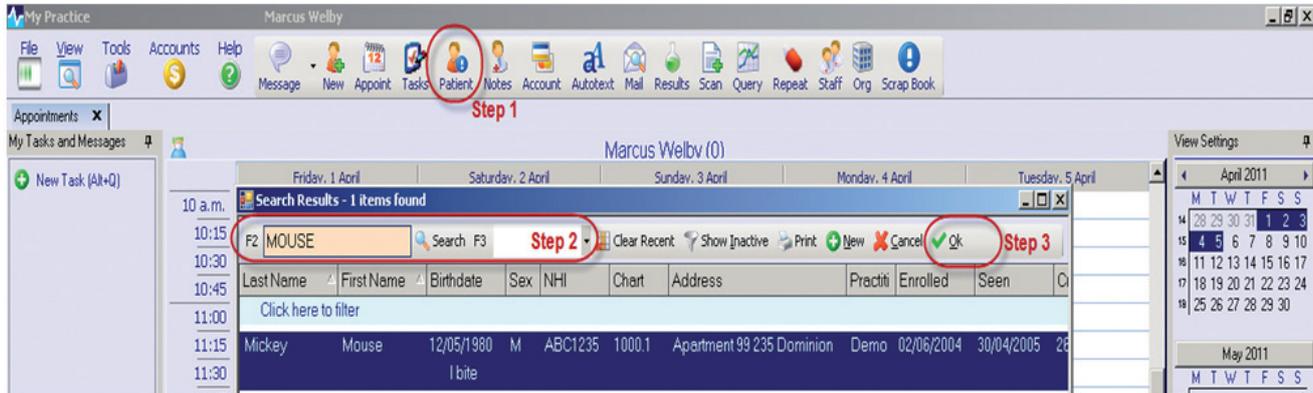
Upon clicking "OK" you will be presented with the Patient's EMR.

4.   Select the **"Clinical Notes"** icon.
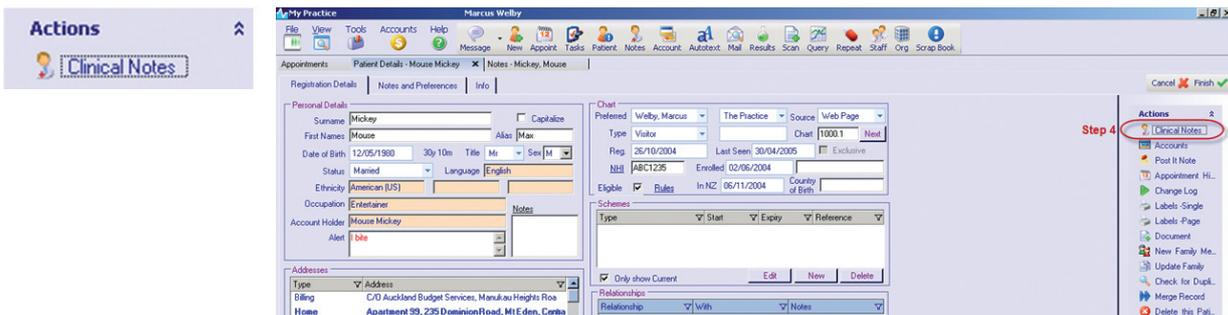
5.   Within the **"Forms"** tab select **"HISO Forms Connection".**

6.   This will open the eReferral home page – Select **"CareConnect eReferrals".**

Launching an eReferral from MyPractice

1. **Referral Service** - Library of referral forms.

2. **Referred For** – Reason for referral.

3. **Referral Type** First Specialist Appointment" or "Follow-up Referral".

4. When the **"urgent"** tick box is selected you can add notes to support the referral urgency in the "Details" text box.

The Sections Tab consists of:

- Clinical Information
- Attachments/Reports
- Medications/Warnings
- Medical History
- Patient Disabilities
- Patient Information
- Administration Details
- Referrer Details

These are important sections as they provide the information required by the service for triage. To enter referral details - simply click on each **'section tab'** to start entering information.

Clinical Information

The clinical information section has 2 mandatory components;

1. **General clinical information:** These fields are displayed on every form.

Clinical Information

2. **Service clinical information:** These fields change depending on the service selected. Forms will have one of two sets of service clinical information fields.

   Service Specific clinical Information: A number of fields specific to the Service selection. Length and complexity are also unique to the Service. All of these forms types however will include the following fields:
   - **Reason for Referral**
   - **Referral Details**

Mandatory Form Fields

Mandatory fields are marked with a red asterisk **(*)**.
If information is missing from mandatory fields, the tab and the field will be highlighted.

Attachments / Reports

Clinical Attachments List Display

A number of specialty referrals require specific reports to be attached as part of the referral. Where required, this list is called a "Clinical Attachments List" and is displayed on both the bottom of the specialty fields in the clinical section and on the attachments tab.
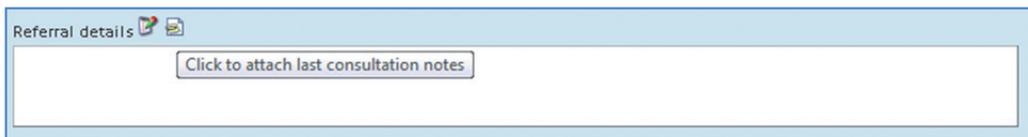Documents stored within the PMS system can also be attached to the referral form.

Attaching Last Consultation Notes

Both the eReferral web form and other parts of the PMS can be opened at the same time, this allows you to locate items like consultation notes that you wish to include within the eReferral. Use the standard windows copy and paste keys to complete this task. (CTRL C/CTRL V).

Alternatively, there is a shortcut icon in the form that can drop in the last consulation notes within the Clinical section.

Forms that have questions specific to the Service are located next to the 'Referral Details' rich text box, and within forms with generic clinical sections this is located next to the 'Reason / Provisional Diagnosis' field.

Medications / Warnings

In the medications section of the Form the 'Current Medications' table is pre-populated by the PMS. All current medications that have been marked as 'Long term' or 'Regular' Medications within the PMS and have a last prescribed date within the last 6 months, should be included in this table when the form is launched.

Additional medications can also be added to the table during the referral process through using the '+' sign on the table to add another row which can be edited with Medication details.

Submitting an eReferral

On completion, the form can be submitted by selecting the "SUBMIT" button on the top right corner of the form.

Parking a Form and Retrieving a Parked Form

An eReferral form can be parked at any time which saves the referral for later submission. This "parked" form will be saved in the relevant area within your PMS for re-editing.

Retrieving a parked form

Parked forms can be located within the patients' profile in the **"Notes tab"**. Click on the referral that you were working on.

Help

Within the form there will be a number of Help options to assist the Referrer in completing the form accurately.

Hover Help   n/a   Appears when the label is hovered over for 2 seconds.

Information Help   An information icon on the right side of the field label and presents a pop
                                               light box.

Field Help   A question mark icon on the right side of the field label and opens a webpage.

The editable view of the referral form will have the following sources of user help:
- Menu Help
- Subject Help

For issues with the operation of eReferrals, please contact:

- healthLink Helpdesk on **0800 288 887** or email helpdesk@healthlink.net.

For questions regarding the clinical content of eReferral forms, please contact:

- CareConnect eReferrals on **0508 227 326** or email eReferrals@healthalliance.co.nz.

For training materials or support, please visit the eReferrals website (www.eReferrals.co.nz) or contact your

PHO trainer. If you would like to chat to someone online you can also click on the chat section of the eReferrals

website.

The following services will be included in the first phase of eReferrals. All referrals will be received by the hospitals Central Referral Office and distributed accordingly.

Audiology

Breast

Cardiology

Dermatology

Diabetes

Endocrinology

Fertility

Gastroenterology

General Medicine

General Surgery

Haematology

Immunology

Infectious Diseases

Neurology

Opthalmology

Oral Health

ORL

Orthapaedics

Paediatric

Pain Clinic

Plastic (and Hand)

Renal

Respiratory

Rheumatology

Skin Cancer

Stroke / TIA

Urology

Vascular

Women's Health

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www.ereferrals.co.nz