



# **Regional Connectingcare E-Referral Addendum to the**

# **Victorian Service Coordination Manual**

**Version 3.0 - 2007**

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# 1.0 Regional IT & PCP Service Coordination Contacts

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## 2.0 Background

This Protocol Manual has been developed by the Grampians Region Primary Care Partnerships to assist practitioners with using the Connectingcare On-line Service Directory and E-Referral system.

It is an addendum to the Victorian Service Coordination Manual and represents the Grampians regional strategy.

## 3.0 Introduction

As part of the Service Coordination Model, the three Grampians Region PCPs support the continued implementation of the Service Coordination Tool Templates (SCTT) in agencies across the Grampians region. This will ensure a more streamlined approach to consumer engagement by service providers and standardise and simplify information sharing between agencies.

The use of the Connectingcare On-line Service Directory and E-referral system is seen as furthering the goal of improved information sharing and service streamlining.

This addendum is developed on the understanding that it will be reviewed and evaluated and will develop according to agency and consumer needs.

The addendum is intended to provide information for all member agencies of Central Highlands, Grampians Pyrenees and Wimmera Primary Care Partnerships in the Department of Human Services Grampians region and other agencies using the Connectingcare.com system.

## 4.0 Connecting Care Electronic Service Directory & E-Referral System

Access to a local Service Directory is one of the key components of the Service Coordination Model. Grampians region PCPs, including Central Highlands, Grampians Pyrenees and Wimmera PCP have adopted the Connecting Care.Com system as the preferred local service directory available at [www.connectingcare.com](http://www.connectingcare.com)

The Service Directory is available to practitioners, consumers, carers and the broader community. The Service Directory can be used at the point of Initial Contact and/or Initial Needs Identification. The Service Directory will assist those using it to:

- Access up to date information on local services
- Access information on health and welfare services in the broader Grampians region
- Make electronic referrals to Grampians region services
- Print out service information for consumers
- Link in to a broader Statewide Human Service Directory system

The information on the ConnectingCare.com Service Directory does not relate to the use and application of any other Electronic Service Directory.

Resources available to assist in the use of ConnectingCare.Com are available at your Primary Care Partnership, the website at [www.connectingcare.com](http://www.connectingcare.com) or the Service Directory Officer in your agency.

### **The following provides agreed practice for the use and application of the ConnectingCare.Com Electronic Service Directory.**

#### **Principles:**

- The practice of sharing consumer/carer health care information to support referral will be consistent with the standards set by the Health Records Act (2001) and the Information Privacy Act (2000)
- The consumer/carer will be informed of and understand the process for disclosing information to support referral to Grampians region agencies.
- Only consumer/carer information relevant to the referral will be to aid in an appropriate, timely and effective service response.
- Grampians region listed agencies will ensure that their PCP Service Coordination staff is kept informed of staff movements that impact on Connectingcare access requirements (User IDs & Passwords).
- Agencies listed to receive electronic referrals via Connectingcare.Com will be responsible to ensure the PKI (Public Key Infrastructure) is kept up to date and reinstalled into new/replacement computers. The PKI will be kept safely and securely.
- All Grampians region PCP member agencies will ensure that consumer/carer information collected and disclosed for the purposes of referral will be treated with the highest level of respect and will implement processes to ensure the information remains confidential.
- Agencies will nominate an appointed Service Directory Officer who is responsible for reviewing their agency's existing information quarterly, as a minimum, or as changes occur.
- User passwords must be adequately protected.

- Agencies will ensure that content provided is accurate at all times. Eg: contact details, eligibility criteria, fees etc.
- Agencies will ensure that Service Directory Officers attend training sessions provided.

## 5.0 Service Directory Updating:

This protocol details the agreed practice for the alterations and updating of agency information listed on the Connecting Care.com Electronic Service Directory.

The Grampians region PCPs provide regular training opportunities for Service Directory Officers. Information on training is available through the Regional IT Project Manager or Service Coordination Officer at your PCP office.

Resources have been developed to assist and are available on the ConnectingCare.Com website or through your PCP office/PCP website and are provided to each Service Directory Officer attending training sessions.

The Manual, ***Agency Access on ConnectingCare***, provides step-by-step processes for updating your agency's information, is also available from your PCP.

Other Resources include:

- ***E-Referral Training Guide (E-Referral Manual)***
- ***How Can My Agency Get on Connecting Care?***
- ***What Information Do I Need to Provide?***
- ***Maintaining My Agency's Information On ConnectingCare***
- ***E-Referrals through ConnectingCare***
- ***Other specific training material e.g. export instructions for client data system***

### Service Directory Officer for Your Agency is:

Name -----

Phone -----

Email-----

Please contact them if you have any inquiries.

## 6.0 Electronic Referral Setup:

This protocol provides the agreed practice for undertaking the set-up tasks required for the use of the e-referral component of the Connecting Care.Com system.

Public Key Infrastructure (PKI) is the encryption tool required for agencies to receive E-Referrals.

Agencies wishing to receive e-referrals should first contact the Service Coordination Officer at your PCP Office who is able to provide information on the requirements and

application process through the Health E-Signature Authority (HeSA). Information fact sheets are available.

Applications can be made online through the HeSA website at [www.hesa.com.au](http://www.hesa.com.au)

Once the PKI keys are received contact should be made with the PCP Service Coordination staff who will assist your agency with the installation, testing and set up of E-referral.

## Electronic Referral

This protocol details the agreed practice for sharing consumer/carer information in an electronic environment using the ConnectingCare.Com system.

### Completing Documents Online:

Please refer to ***E-Referral Guide Manual*** which is available from Service Directory Officer in your agency, the PCP office and PCP website.

1. Access ConnectingCare.com Electronic Service Directory at [www.connectingcare.com](http://www.connectingcare.com)
2. Select which PCP region you wish to make a referral in.
3. Choose 'Make a Referral' search engine (Red Box) and select the agency you wish to make a referral to. Please note that agencies and services with \*\* after their name are able to receive e-referrals.
4. Enter Login details (Username and password)
5. Select the Service you wish to refer to from the drop down box located under the Agency Name at top left hand corner. A prompt will advise if this service can receive e-referrals or whether forms need to be faxed upon completion.
6. Complete referral documents (SCTT), including consent, if required.
7. Print off referral and obtain signature from consumer on consent form.
8. If requested, provide a copy of referral to consumer
9. File original referral, either electronically or paper based.
10. Additional information such as the Carers Profile can be attached at this stage. If agency can receive e-referral click send button. If not, print and fax to agency and contact receiving agency to advise of pending referral.

At this point the referrer has the option to make another referral to another agency for the consumer.

1. Click on Make Another Referral button and select the agency and service you wish to send the new referral to.
2. Change referral information as appropriate to the new referral
3. Continue referral process as previous.

### Sending Referral Documents as an Attachment:

For use with client management systems that are capable of generating and saving referral documents electronically.

1. Referral documents need to be exported from agency client management system and saved as per agency internal protocols for storage of information.
2. There are two access points for sending referrals via this method:
  - a. Go to [www.connectingcare.com](http://www.connectingcare.com) select the PCP area in which you wish to make a referral. Underneath the yellow box there is an icon with a spinning key with 'send files as attachment'. Click on this icon.

- b. Or – The same icon appears on the service pages of an agency's listing. Click on this icon.  
 Proceed to login with your username and password. Select the agency and the service you are referring to. Fill in the form and browse to attach your referral. An additional five documents can be attached to accompany the referral, e.g. a care plan or allied health service provider's report. Remember to nominate the feedback you require on this referral. Click send message.

At this point the referrer has the option to make another referral to another agency for the consumer.

4. Click on Make Another Referral button and select the agency and service you wish to send the new referral to.
5. Change referral information as appropriate and attach the new referral documents
6. Continue referral process as previous.

### Receiving an E-Referral:

1. An E-Referral comes into the agency's designated email account as an email with an attachment.
2. Open email – Click on Referral Email. The e-referral component is sent as an attachment. Click on the attachment to review referral information. Print or save to a designated referral folder. The body of the email contains an acknowledgement/feedback form for the receiving agency to send back.
3. Review and act on referral ensuring that priority, risk and urgency are taken into account.
4. Depending on the outcome of the referral, store/delete as per your internal agency protocols.
5. To provide feedback to the referring agency click reply and delete identifying information and fill out information as relevant. Click send to send an electronic feedback or alternatively, when referral is printed a fax back coversheet is included and can be faxed to the referring agency.

**Important:** Please make sure that you provide feedback to the referring agency on the referral by either clicking reply on the incoming e-referral or by filling out the PCP Referral Acknowledgement and faxing back to the referring agency.

Please refer to Priority Definitions on Page 13 of the SCTT 2006 User Guide.

The Victorian Statewide Service Coordination Manual is available from the website for download:

[www.health.vic.gov.au/pcps/publications](http://www.health.vic.gov.au/pcps/publications)

