

## How to check for notifications and update eReferrals sent via HealthLink Smart Forms in Bp Premier

### Purpose

To outline to referring GPs where to find notification Requests for More Information in Bp Premier, and how to update referrals sent via HealthLink Smart Forms.

### Notifications from referrals

All responses will be received into the **Inbox**.



**You will be notified at several points throughout the referral journey to the THS:**

'Referral Pending' status is confirmation of referral receipt by the THS service.

- 04/04/2024 Referral Pending
- 04/04/2024 Referral Pending
- 05/04/2024 Referral Pending
- 05/04/2024 Referral Accepted

**Important note:** Requests for More Information will also be titled 'Referral Pending' – it is important to carefully check all notifications with this title as referrals may be rejected if requested information is not received in the specified timeframe.

*Example of a referral received message:*

```
ENGAGE, Divya
1 Blacktown Road, Blacktown. 2148
Birthdate: 13/04/1983 Sex: F Medicare Number: 39510765211
Addressee: Dr Best Practice
Sender: Hospital Referral Portal Colorectal Surgery
```

```
Patient Name: Divya ENGAGE
Date of Birth: 13-Apr-1983
Gender: Female
Address: 1 Blacktown Road, Blacktown NSW 2148
```

```
=====
Service Referred To: Colorectal Surgery
Status of Referral: Referral Received - Not Yet Actioned
```

This is an automated response to notify you that the referral has been successfully delivered to Colorectal Surgery.

'Referral Accepted' status is confirmation that the referral has been accepted by the THS service.

- 27/03/2024 Referral Pending
- 04/04/2024 Referral Pending
- 04/04/2024 Referral Pending
- 05/04/2024 Referral Pending
- 05/04/2024 Referral Accepted

Example of a referral accepted message:

```
ENGAGE, Divya
1 Blacktown Road, Blacktown. 2148
Birthdate: 13/04/1983 Sex: F Medicare Number: 39510765211
Addressee: Dr Best Practice
Sender: Hospital Referral Portal Colorectal Surgery
```

```
Patient Name: Divya ENGAGE
Date of Birth: 13-Apr-1983
Gender: Female
Address: 1 Blacktown Road, Blacktown NSW 2148
```

```
Service Referred To: Colorectal Surgery
Triage Clinician: Jodie Waller (RMS Administrator)
Status of Referral: Referral Accepted - Category 1
```

```
This referral has been triaged as Category 1 by Colorectal Surgery. Waiting times vary based on
service, please refer to the relevant service / clinic information website for further
information
```

```
Comments:
GP status update notification testing
```

'Referral Rejected' status is confirmation of referral rejected by the THS service.

- 05/04/2024 Referral Pending
- 05/04/2024 Referral Rejected

Example of a referral rejected message:

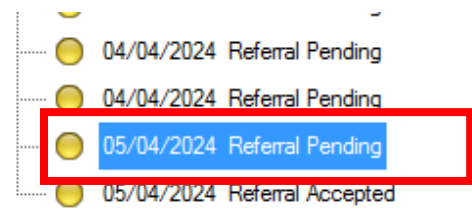
```
Engage, Ten
11 Barker Street, Randwick. 2031
Birthdate: 01/01/1960 Sex: M Medicare Number: 24619500971
Addressee: Dr Best Practice
Sender: Hospital Referral Portal Antenatal Services
```

```
Patient Name: Ten Engage
Date of Birth: 01-Jan-1960
Gender: Male
Address: 11 Barker Street, Randwick NSW 2031
```

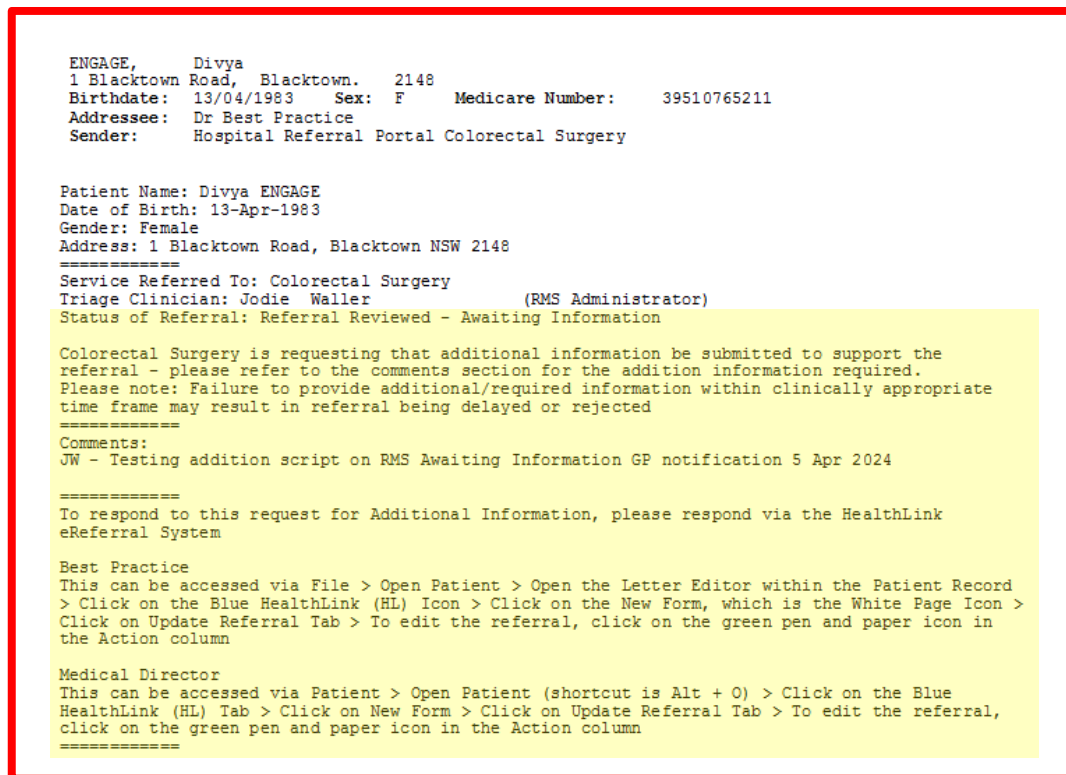
```
Service Referred To: Antenatal Services
Triage Clinician: Jodie Waller (RMS Administrator)
Status of Referral: Referral Rejected
Reason for Rejection: Other reason
```

```
Comments:
Testing GP notifications
```

**'Referral Pending'** status if a Triaging Clinician requests further information



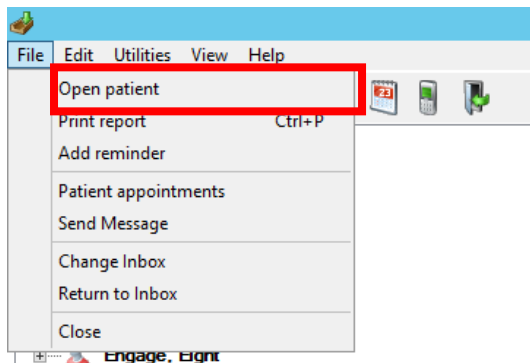
Example of a 'referral Reviewed – Awaiting Information' message:



## Providing further information

To respond to this Request for Awaiting Information, please respond via the HealthLink eReferral System.

This can be accessed via 'File', then 'Open Patient' > Click on the 'Blue HealthLink (HL) Icon' > Click on 'Update Referral Tab' > To edit the referral, click on the 'green pen and paper icon' in the 'Action' column.



Comms Help

: 02/01/1970    Age: 54 yrs    Birth Sex: Male  
 : (h) 410805434    Email:

Eighteen Engage - HealthLink Forms Browser Window

[http://uat-server-bp:5088/forms-directory/FormsListing.action?aduro\\_formDefinitionId=forms-directory&aduroVersion=aduro\\_1](http://uat-server-bp:5088/forms-directory/FormsListing.action?aduro_formDefinitionId=forms-directory&aduroVersion=aduro_1)

connecting with care

1800 125 036 (AU\$)  
helpdesk@healthlr

Make a referral    **Update referral**

Specialists, Allied Health Providers and GPs

**Specialists & Referrals** Refer to Private Specialist

General Services

Tasmania Health

Show 10 entries Filter

ReferralId	Sent	ReferralName	Form Description	Status	Priority	Latest Note	Action
TAS-10105	2024-04-23 15:43:07	Dr Best Practice	North West Regional Hospital - Stomal Therapy	AwaitingInformation		Raj Dhanasekaran 2024-04-23 15:43:27 Hi Dr Dani - can you please send two updates <a href="#">...more</a>	

Showing 1 to 1 of 1 entries Previous  Next

TASMANIAN HEALTH SERVICE

Johann Bruyneel - Addendum to Stomal Therapy

**Requested Information**

Addendum to Stomal Therapy

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**Attachments / Reports**

No reports selected  
No files attached

**Additional Information**

Reason for Update\*

Review of Priority  
 Response to Information Request  
 Referral Cancellation  
 Other

Relevant details