

# Quick Guide: Providing additional information

Scenario	Example	Correct Process	Steps
<p><b>After the triage is completed</b></p>	<ul style="list-style-type: none"> <li>• Patient on a waitlist and subsequent additional information / results received.</li> <li>• Provide updated assessments or results at future time points that may assist with the initial consultation.</li> </ul>	<p>All updated information relating to a patient’s pending care should be submitted for service review. This will confirm the impact (if any) on the patient’s existing categorisation of the referral. This enables the additional information to be loaded to the patient’s record.</p> <p><i>Note: no removal of patients should occur on receiving an update for an existing waiting held position. Updated referrals follow the same review pathway to go via a clinician in all instances to assess clinical change, the information may result in no change in triage categorisation or an increase of triage escalation.</i></p> <p><b>Other options available:</b>  <b>SEND DIRECT TO CLINIC</b> - The additional documentation can be provided to the clinic for uploading to the patient’s record.</p> <p><b>Note:</b> Clinic contact details are available on Health Pathways. They remain available as they are needed for HealthLink downtime processes.</p>	<p>Please submit the additional information by making a new eReferral HealthLink Smart Form. Then select the ‘amendment/ update’ option and provide the referral ID it relates to and note that the information is in addition to the initial referral.</p> <p><b>IMPORTANT:</b> Please reference the existing referral ID and mention in the content that there is additional information attached to support the referral.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Referral Type* <span style="float: right;"><input type="radio"/> New</span></p> <p style="text-align: right;"><input type="radio"/> Continuation</p> <p style="text-align: right;"><input checked="" type="radio"/> Amendment/Update</p> <p>Provide Original Referral ID if known <span style="float: right;"><input style="width: 100px;" type="text"/></span></p> </div>

## What is eReferral?

eReferrals are a way to send secure, electronic referral communication between primary health care providers, hospitals, specialists and allied health practitioners.

eReferrals are powered by HealthLink Smartforms which is seamlessly integrated into existing general practice clinical software packages.

