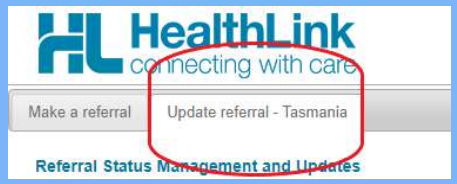
Quick Guide: Providing additional information

BEFORE the triage is completed/referral processed

Scenario	Example	Correct Process	Software	Steps
Before the triage is completed / referral processed	• Forgot to attach but already hit 'submit' • Pathology result arrived within 1-2 days • Additional information has been requested from referrer during triage (referral on hold until received) *Note: referral may be rejected if additional information not received within 48 hours* • Couldn't attach a document due to file size restrictions	**UPDATE REFERRAL FUNCTION:** The already submitted referral can be UPDATED using HealthLink, and additional documents attached and submitted	**Best Practice**	This can be accessed via 'File', then 'Open Patient' > Clock 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. 
			Medical Director	This can be accessed via 'Patient' > 'Open Patient' (shortcut is Alt + O) > Click on the 'Blue HealthLink (HL) Tab' > Click on 'New Form' > Click on 'Update Referral' Tab > To edit the referral, click on the 'green pen and paper icon' in the Action column. *Exception (unable to update):* ***'Inactive Referral. Referral is no longer active. Please submit a new referral for this patient to provide additional information'*** *Note: If you receive this message in HealthLink, then the referral has been fully processed and you are unable to update the original referral (see option below as alternative).*

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.

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