

# QUICK START GUIDE

## SR SPECIALISTS & REFERRAL SMARTFORM – BEST PRACTICE

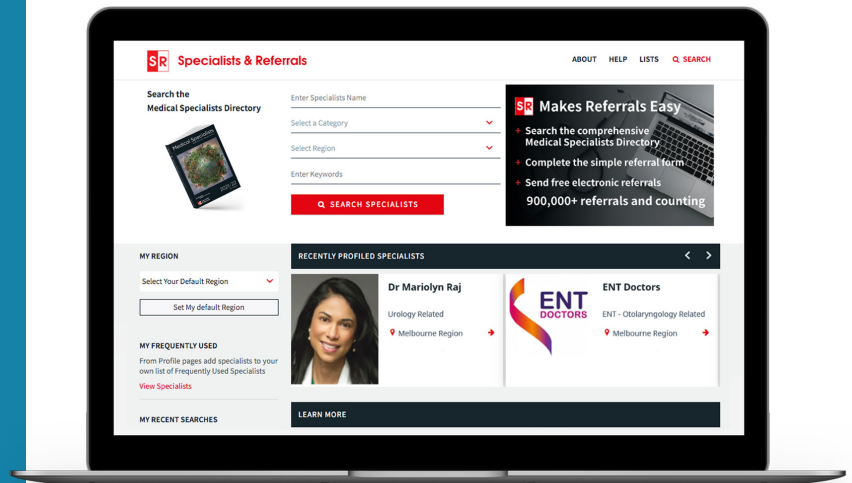
The SR Specialists & Referral Smartform has been designed to make it easier for you to refer your patients electronically to private specialists. This quick start guide has been developed to help you navigate the new digital form in **Best Practice**.

SR Support

# 1800 147 047

specialistsreferrals.com.au

sr-support@specialistsreferrals.com.au



HL SR Specialists & Referrals		Referral to Andrew Chia	
<b>Requested Information</b> Specialist Referral	Name	Andrew Chia	
	Fax	03 9928 6289	
	Phone	03 9928 6288	
<b>Attachments / Reports</b> No reports selected No files attached	Street Address	East Melbourne, 171 Grey St, East Melbourne VIC 300	
<b>Medications / Warnings</b> 4 long term medications specified No medications specified 1 medical warning specified	Referral Date*	08/11/2019	
<b>Medical History</b> Medical history specified	Referral Continuation*	<input checked="" type="radio"/> New <input type="radio"/> Continuation	
<b>Patient Information</b> Fred Andrews QPCV2140F 23/02/1923	Referral Period*	12 months	
<b>Referrer Information</b> Carmel Corvin 0000000Y	Feedback Requested*	<input checked="" type="radio"/> Yes <input type="radio"/> No	
	Interpreter Required*	<input type="radio"/> Yes <input checked="" type="radio"/> No	
	<input type="checkbox"/> Urgent		
	Reason for Patient Referral*	<a href="#">Browse for Consultation Notes</a>	

## Welcome to SR Specialists & Referrals

Thank you for taking time to review the SR Specialists & Referrals service – we hope you find it helpful and easy to use.

- SR Specialists & Referrals is the online version of the Medical Specialists NSW & ACT and VIC & TAS Directories. All private specialists are in the directory and some specialists pay for a premium entry. SR is also now live for GPs to search and refer to private specialists in SA and WA.
- SR Specialists & Referrals is a collaboration between the Medical Specialists Directory published by Cervin Media and HealthLink.
- You can use SR to refer to all specialists – those setup for electronic secure messaging and those that are still “manual” (fax, hand to patient).
- There is no install or setup required – the service is fully live now from the HealthLink Smartforms page in Best Practice.
- The referral is stored in the patient record.
- The SR HealthLink Smartform is similar to other HealthLink smartforms.
- There is no cost for GP Practices to use this service. Specialists can also have a free account to receive SR HealthLink referrals. The majority of specialists are already setup for secure messaging and more are registering daily.
- Specialist information and referral locations are updated daily by the SR team.
- You can see the delivery status of all electronic referrals in Best Practice.
- Sending SR referrals to private specialists will assist your practice to be fully compliant with the eHealth PIP.
- We welcome your feedback and suggestions for future improvements to this service.

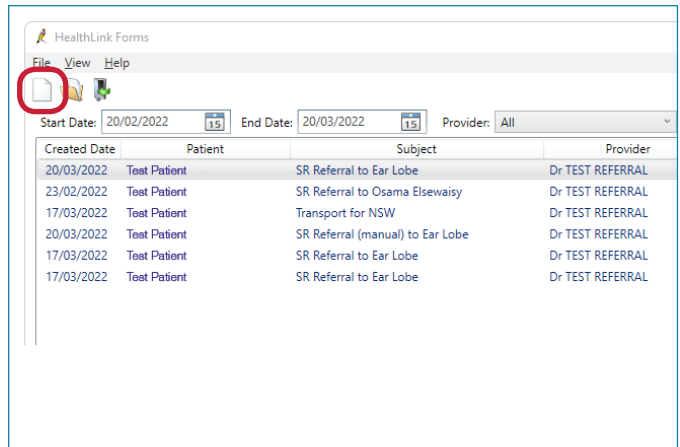
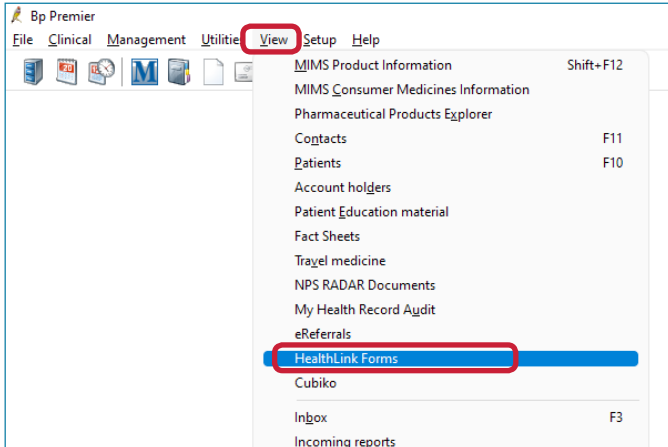
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# 1 Patient Record and HealthLink Forms

## 1.1 Open the Patient Record and HealthLink Forms Window

From within the patient clinical record in Best Practice, from the menu select **View** then **HealthLink Forms**. then select the **New** Form icon to open the HealthLink landing page.



## 1.2 Open SR Specialists & Referrals

Under the Search a Private Specialist section, click on **For Private Specialist Referrals**.



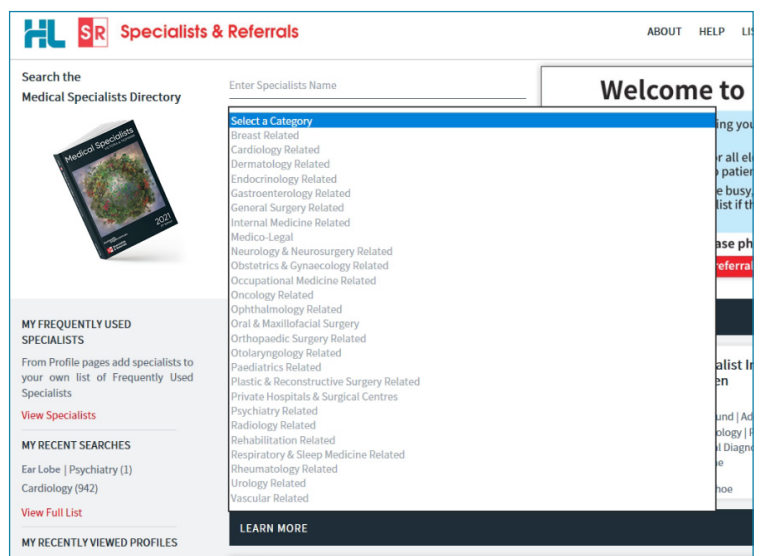
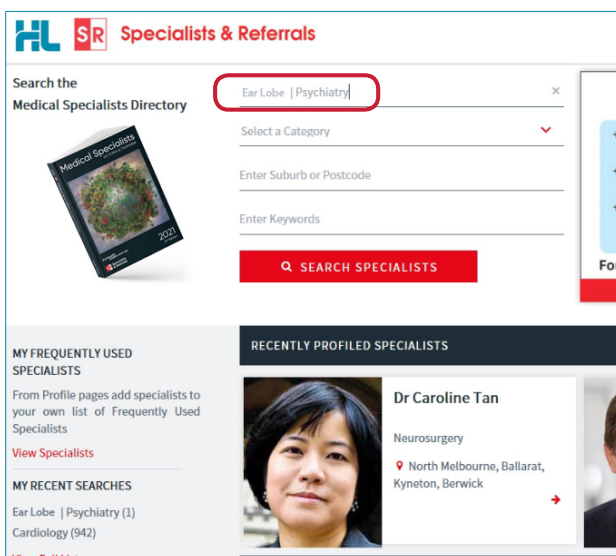
## 2. Select the Specialist to Refer to

### 2.1 Search By Name

Type in the Specialists Name and click [Search Specialists](#). The specialist will come up along with other profiled suggestions. Just click on the name to view the full specialist profile.

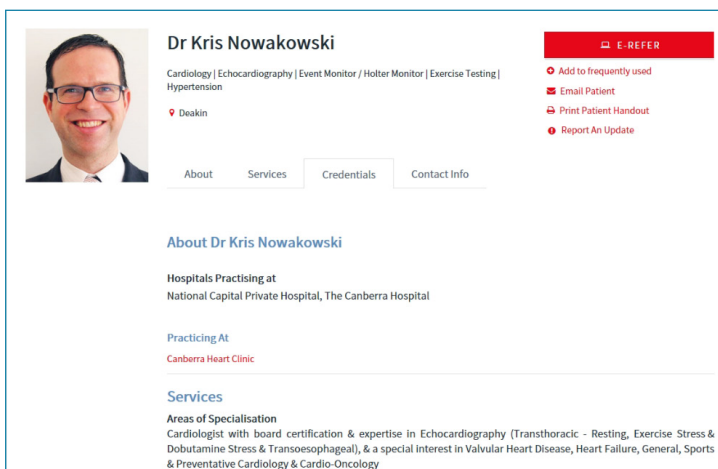
### 2.2 Search by Category and Location

You can select a category for your search by clicking on the select a category box. If the category is not in the drop down list, just enter the keywords and the category will come up. Once you have entered the information you require, click on the search button. You can also add a suburb or postcode to make it closer to your patient's location.



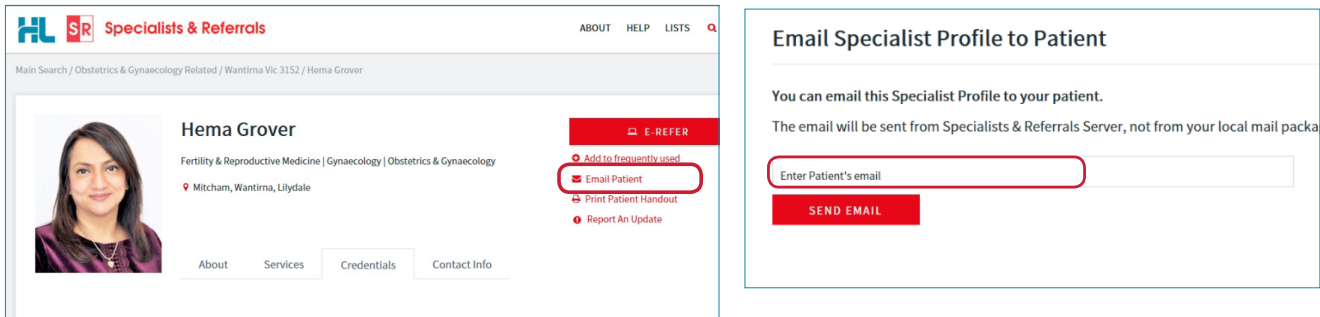
### 2.3 View Specialist Profile

Here you can read about the specialist and decide on the appropriateness for your patient.



### 3. Email Patient the Specialist’s Profile

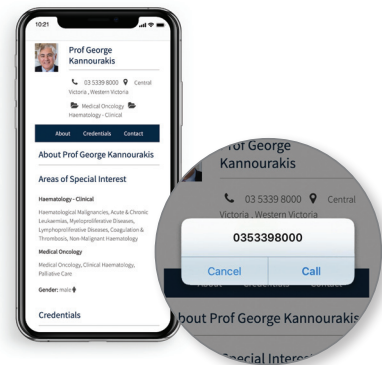
Click on [Email Patient](#), then type in your patient’s email address and click [Send Email](#).



We manage the email process so when your patient receives the email, it will say it is from SR Specialists and Referrals, keeping your email address private. The patient will be able to view the Specialist’s profile through the website [aushealthpages.com.au](http://aushealthpages.com.au). The patient will now have the specialist’s details in case they misplace the referral, and with those details it is simpler for them to call the specialist to make their appointment. If your patient is unsure who they want to see, you can email multiple specialists’ profiles to them so they can decide who they would feel more comfortable with.

Your patient can view all the information you see regarding the specialist, their services, qualifications and experience – and then your patient can just click to call and book their appointment.

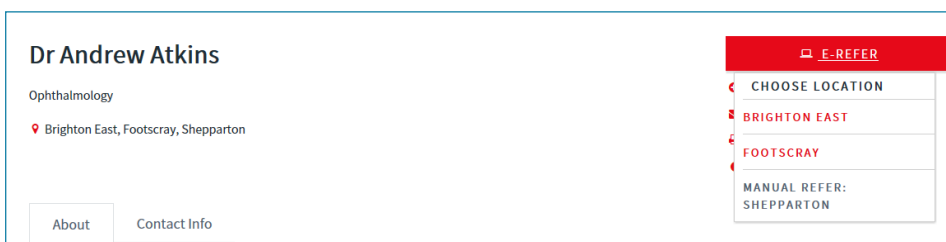
You can also click [Print Patient Handout](#) (link under Email Patient) to print off the specialist profile for your patient.



### 4. Select the Referral Location – E-Refer or Manual Refer

You can send the E-Referral to the practice, or to a particular specialist at one of their consult locations. If the E-Refer button is not displaying for the organisation, then the profile page will list all the specialists working there. Click on a specialist name to send the referral to the specific specialist at the organisation.

Hover over the red **E-REFER** or grey **MANUAL REFER** button to the right of the specialist’s page. A drop-down list of locations will display for you to choose from. Choose a location showing in red to send a referral electronically. You can complete the smartform referral and it will be saved in the patient record. A location will show in grey if electronic messaging has not been set up there. It is exactly the same process to complete the manual SR referral, but the referral must be printed out and faxed or given to the patient. The manual referral will still be saved into the patient record, including a message that it has not been sent electronically. You cannot add attachments to manual referrals.



## 5. Complete the Referral Form

The form will be displayed. You will have access to all the information necessary to complete the form for submission. Work through the six tabs down the screen starting with [Requested Information](#).

The [Reason for Patient Referral](#) is required information – type into this field or Browse your consultation notes and select the appropriate notes to attach.

You may specify the referral period. If the referral is urgent tick the urgent box and give a reason.

## 6. Include Attachments

The [Attachments / Reports](#) tab will give you access to the supporting pathology, radiology or other documents you need to attach to the form. Select an attachment from the table – this table shows attachments in your patient's record from the last six months. If you want to attach an older document, choose [Browse for Patient Document](#) and set an earlier date.

You can also attach records from your computer by choosing [Browse for Local File](#).

The SR form supports documents in the doc, docx, gif, htm, html, jpeg, jpg, rtf, tif, tff & txt formats. You can preview the document before attaching it by clicking the computer icon to the right.

Date	Name	Comments	Type	Size	
20/09/2021	AduroForm.html	SR Referral to Ear Lobe	html	24 KB	
17/09/2021	AduroForm.html	SR Referral to Ear Lobe	html	22 KB	
17/09/2021	AduroForm.html	SR Referral to Ear Lobe	html	23 KB	
17/09/2021	AduroForm.html	SR Referral to Ear Lobe	html	22 KB	
<input checked="" type="checkbox"/>	13/04/2021	IRON BLOOD TEST RESULTS	IRON TEST	rtf	5 KB
<input checked="" type="checkbox"/>	13/04/2021	FULL BLOOD COUNT	TEST RESULTS	rtf	3 KB
<input checked="" type="checkbox"/>	13/04/2021	XRAY		jpeg	60 KB
<input checked="" type="checkbox"/>	12/04/2021	LIPID BLOOD TEST RESULTS	Lipid Test Results	rtf	3 KB



## 7. Medications, Warnings and Medical History

These tabs are pre-populated with data from the patient's medical record. All medications are shown, and you have to remove them if you think they are unnecessary or sensitive in nature.

To remove a current or long-term medication from the referral (not the medical record), click the cross on the right-hand side of the item you wish to remove. You may also add further detail in the comments sections.

File Window Help

Referral to Dr Ear Lobe

**Requested Information** ▲  
Specialist Referral

**Attachments / Reports**  
No reports selected  
No files attached

**Medications, Allergies, Alerts / Warnings**  
2 long term medications specified  
No medications specified  
2 medical warnings specified

**Medical, Social and Family History**  
Medical history specified

**Patient Information** ▲  
Test Patient  
123456789  
20/12/1950

**Referrer Information**  
Test Referral  
0000000Y

**Current Medications** i

Date	Details	Dose	Units	Instructions	
	RAMIPRIL (Ramipril)			Dosage: daily Qty:30	✕
	LIPITOR (Atorvastatin (as calcium))			Dosage: 1 daily Qty:30	✕

**Past Relevant Medications** i Browse for More Medications

Date	Details	Dose	Units	Instructions	
No records found.					

**Allergies and Alerts**

<input type="checkbox"/>	Date	Description	Comments
<input checked="" type="checkbox"/>	11/11/2021	FIBRATES	Swelling
<input checked="" type="checkbox"/>	NaN/NaN/NaN	Allergy to Fibrates	

**Clinical Medication Comments**

File Window Help

Referral to Dr Ear Lobe

**Requested Information** ▲  
Specialist Referral

**Attachments / Reports**  
No reports selected  
No files attached

**Medications, Allergies, Alerts / Warnings**  
2 long term medications specified  
No medications specified  
2 medical warnings specified

**Medical, Social and Family History**  
Medical history specified

**Patient Information** ▲  
Test Patient  
123456789  
20/12/1950

**Referrer Information**  
Test Referral  
0000000Y

**Long Term Classifications (Co-Morbidities)**

<input type="checkbox"/>	Code	Description	Comments
<input type="checkbox"/>		Psoriasis	
<input type="checkbox"/>		Diabetes Mellitus - Type II	
<input type="checkbox"/>		Hyperlipidaemia	
<input type="checkbox"/>		Hypertension	

**Patient History**

<input type="checkbox"/>	Code	Description	Comments
<input type="checkbox"/>		Has been a well known celebrity.	

**Family History**

<input type="checkbox"/>	Code	Description	Comments
<input type="checkbox"/>		Father had diabetes	

**Smoking History and Additional Information**  
 Smoking status: Ex-smoker; Frequency: ; No. of cigarettes: 1; Year commenced: 2000; Last quit attempt: Never/Unknown

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## 8. Check Patient and Referrer Information

With the [Patient Information](#) and [Referrer Details](#) tabs, you simply need to ensure that the information is correct. The form will ask you to complete any missing information before it can be sent.

## 9. Submit the Form

**Submit** sends the electronic referral to the specialist. This referral is securely encrypted and delivered by HealthLink.

**Preview** allows you to look over the form before sending it. No attachments will be visible on Previewed referrals but they will be included on the referral delivered to the specialist.

**Park** allows you to complete the form and send it at a later date, if needed.

To send a parked or previewed referral click Submit.

All sent referrals will be copied into the patient record. You will also see the acknowledgement / referral status in the patient record.

### 9.1 Completing Manual Referrals

For Manual Referrals the steps are almost the same except you cannot attach any results or X-rays, these need to be printed separately. At the end you will click **Print** instead of Submit, the referral will still save in that patient's file. Then you can either fax the referral or hand it to the patient to take with them.

### 9.2 Print Referral

If needed, you can print a copy of the Referral by right-clicking on area of the submitted forms and choosing **Print**.

### 9.3. Practice doing a Referral

We have set up a test specialist called Ear Lobe. Search for Ear Lobe and do a practice referral as many times as you like. We suggest you use a fake patient to practice this.

Referral Sent and Acknowledged on 01/12/2021 15:52 NZDT

**Referral to Dr Ear Lobe**  
 This address is for e-referral testing 3/ Portal, 9 Castlereagh St, Sydney NSW 2000, Sydney, 2000, Ph: 1300 145 465

Referral number: SR-52349  
 Referral date: 01/12/2021 15:52 NZDT

Patient: Test Patient, 70yrs, M, DOB 20/12/1950, PH: 02 0000 0000, Mob 0410000000  
 Residential address: 123 Pitt Street, Sydney, NSW 2000  
 Postal address: same as residential address  
 Referred by: Test Referral, Cervin Media, Prov. No. 0000000Y, PH 1800 147 047

Clinical Referral Information		
Referral Date:	01/12/2021	
Referral Continuation:	New	
Referral Period:	12 months	
Feedback Requested:	Yes	
Interpreter Required:	No	

Reason for Patient Referral:  
 unwell

Measurement Details		
Date	Code	Value
22/06/2021	Height	100
22/06/2021	Weight	25

Date	Code	Value
22/06/2021	BMI	25.0
11/11/2021	BP	150/90

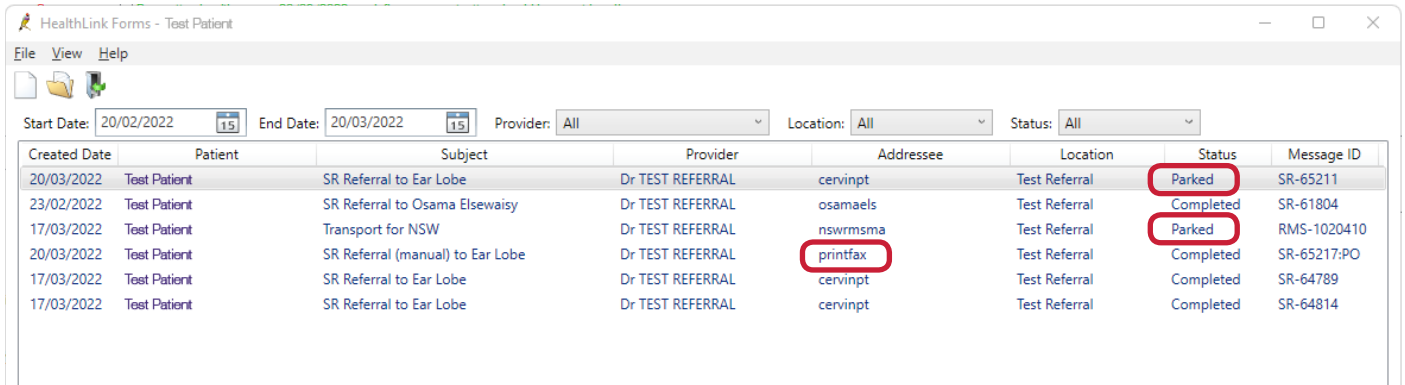
Medications, Allergies, Alerts



## 10. Managing Referrals

### 10.1 Access Parked Referrals

To access a parked form from the patient's record, select View then [HealthLink Forms](#). From the list you will see the status for each form. Open the **Parked** form with a double click. You can also use this area to see previously submitted or parked/incomplete forms. The Recipient of all manual forms will show as **printfax** in the list.

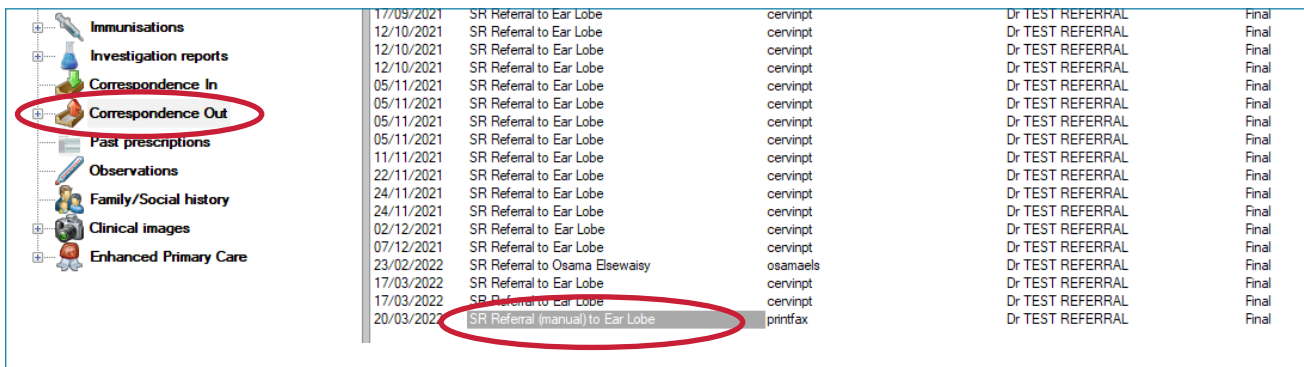


Created Date	Patient	Subject	Provider	Addressee	Location	Status	Message ID
20/03/2022	Test Patient	SR Referral to Ear Lobe	Dr TEST REFERRAL	cervinnt	Test Referral	Parked	SR-65211
23/02/2022	Test Patient	SR Referral to Osama Elsewaisy	Dr TEST REFERRAL	osamaels	Test Referral	Completed	SR-61804
17/03/2022	Test Patient	Transport for NSW	Dr TEST REFERRAL	nswrmsma	Test Referral	Parked	RMS-1020410
20/03/2022	Test Patient	SR Referral (manual) to Ear Lobe	Dr TEST REFERRAL	printfax	Test Referral	Completed	SR-65217:PO
17/03/2022	Test Patient	SR Referral to Ear Lobe	Dr TEST REFERRAL	cervinnt	Test Referral	Completed	SR-64789
17/03/2022	Test Patient	SR Referral to Ear Lobe	Dr TEST REFERRAL	cervinnt	Test Referral	Completed	SR-64814

### 10.2 Accessing Submitted Referrals

A copy of the submitted referral can be found in the [Correspondence Out](#) section of the patient's clinical record. Double clicking on the form will open it in a summary view only.

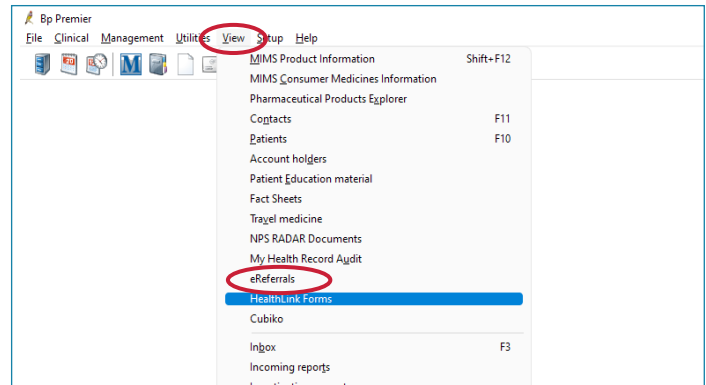
To open the referral as the specialist sees it, double click the selected referral in the list. The preview will include a list of any attachments. The actual attachments are included in the referral sent to the specialist.



Category	Date	Subject	Provider	Addressee	Location	Status
Correspondence Out	17/09/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	12/10/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	12/10/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	12/10/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	05/11/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	05/11/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	05/11/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	05/11/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	05/11/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	11/11/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	22/11/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	24/11/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	24/11/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	02/12/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	07/12/2021	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final
	23/02/2022	SR Referral to Osama Elsewaisy	osamaels	Dr TEST REFERRAL	Test Referral	Final
17/03/2022	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final	
17/03/2022	SR Referral to Ear Lobe	cervinnt	Dr TEST REFERRAL	Test Referral	Final	
20/03/2022	SR Referral (manual) to Ear Lobe	printfax	Dr TEST REFERRAL	Test Referral	Final	

### 10.3 Checking the Delivery Status of Electronic Referrals

This is how to check the status of electronic referrals you have sent. **Acknowledged** referrals have been successfully delivered into the receiver's software. Referrals that haven't been received by the specialist's software will be shown as **Waiting for Acknowledgement**.



- 1 First, close out of the patient record and go to **View** then choose **eReferrals**. This will open a list of all eReferrals to follow up, showing electronic referrals that are still waiting for acknowledgement.

A screenshot of the 'eReferral Followup' window. It shows a table with columns: Date, Patient, Provider, Addressee, Messaging Provider, Status, Details, and Message. The 'Status' column for the row dated 20/03/2022 is circled in red and contains the word 'Acknowledged'.

Date	Patient	Provider	Addressee	Messaging Provider	Status	Details	Message
17/03/2022	Mr Test Patient	Dr TEST REFERRAL		Healthlink	Acknowledged		SR-64789
17/03/2022	Mr Test Patient	Dr TEST REFERRAL		Healthlink	Acknowledged		SR-64814
20/03/2022	Mr Test Patient	Dr TEST REFERRAL		Healthlink	Acknowledged		SR-65217

- 2 If you want to see all electronic referrals that you have sent, untick the box **Hide positive acknowledgements**.

A screenshot of the 'eReferral Followup' window. The checkbox 'Hide positive acknowledgements' is circled in red and is unchecked. The table below shows three rows of referrals, all with 'Acknowledged' status.

Date	Patient	Provider	Addressee	Messaging Provider	Status	Details	Message ID
17/03/2022	Mr Test Patient	Dr TEST REFERRAL		Healthlink	Acknowledged		SR-64789
17/03/2022	Mr Test Patient	Dr TEST REFERRAL		Healthlink	Acknowledged		SR-64814
20/03/2022	Mr Test Patient	Dr TEST REFERRAL		Healthlink	Acknowledged		SR-65217:PO

## Support Queries

SR Support can help with any referral tracking queries using the Referral ID 'SR-XXXX'. All patient data is confidential and only visible to the sender and receiver. Find the referral ID in the individual patient record. For all queries please contact SR Support on 1800 147 047 or email [sr-support@specialistsreferrals.com.au](mailto:sr-support@specialistsreferrals.com.au).