

QUICK START GUIDE

SR SPECIALISTS & REFERRAL SMARTFORM – MEDICAL DIRECTOR

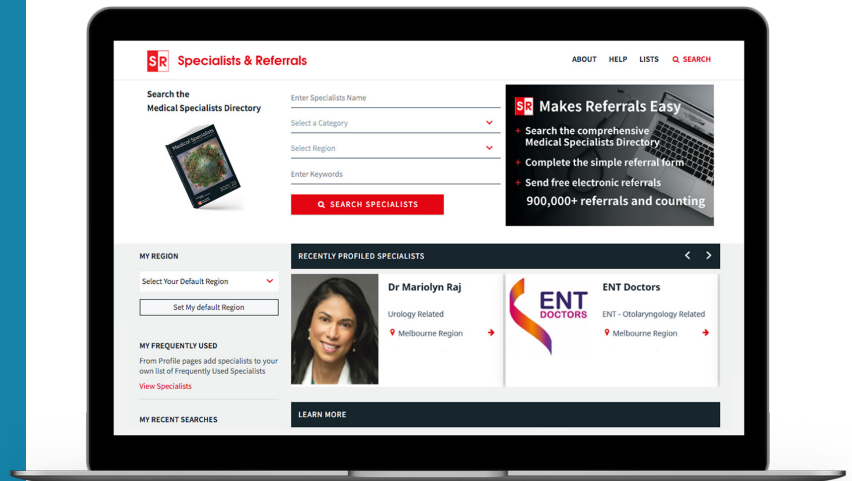
The SR Specialists & Referral Smartform has been designed to make it easier for you to refer your patients electronically to private specialists. This quick start guide has been developed to help you navigate the new digital form in **Medical Director**.

SR Support

1800 147 047

specialistsreferrals.com.au

sr-support@specialistsreferrals.com.au



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

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 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 Medical Director.
- 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 Medical Director.
- 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.

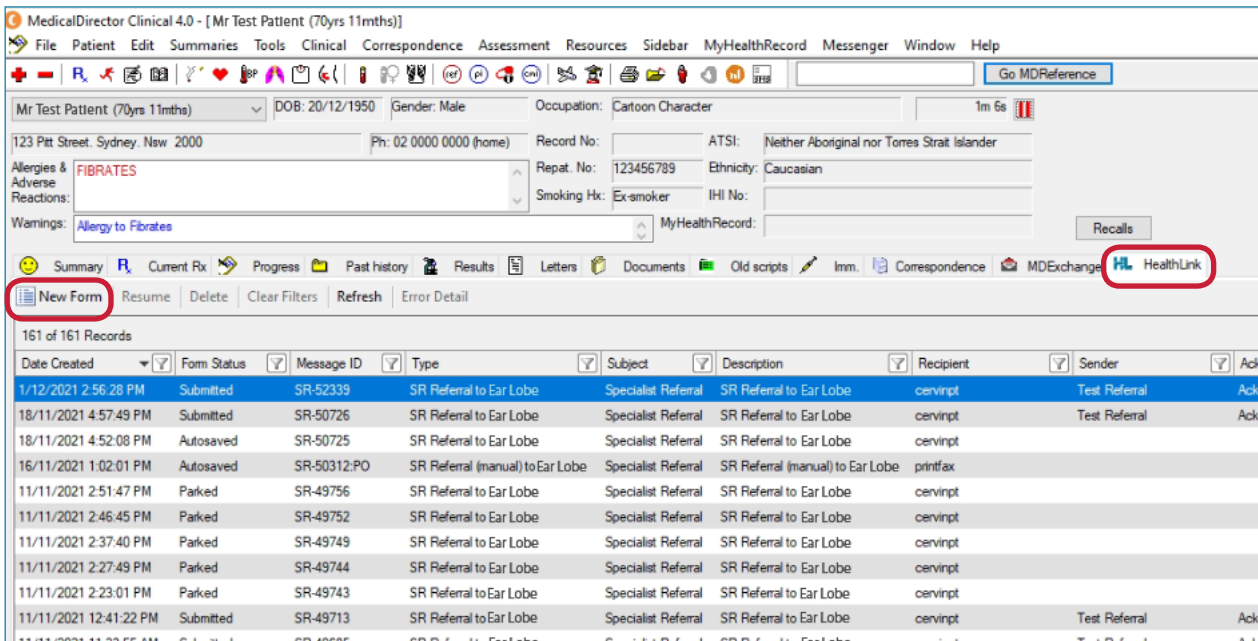
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1 Patient Record and HealthLink Forms

1.1 Open the Patient Record and HealthLink Forms Window

From within the patient clinical record in Medical Director, click on the [HealthLink](#) tab and then [New Form](#).

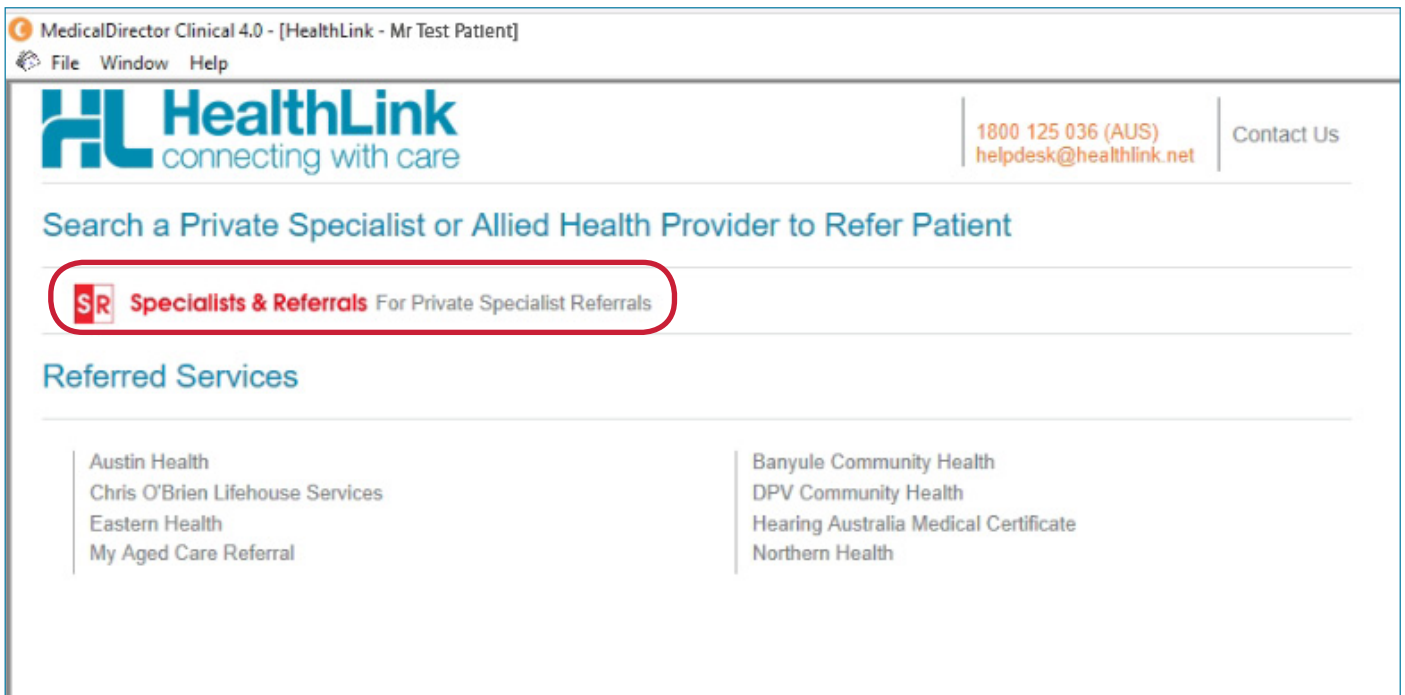


The screenshot shows the MedicalDirector Clinical 4.0 interface for a patient named 'Mr Test Patient (70yrs 11mths)'. The patient's details include DOB: 20/12/1950, Gender: Male, Occupation: Cartoon Character, and Address: 123 Pitt Street, Sydney, Nsw 2000. The interface features a menu bar with options like File, Patient, Edit, and a toolbar with various icons. A 'Go MDReference' button is visible. Below the patient details, there are tabs for 'Summary', 'Current Rx', 'Progress', 'Past history', 'Results', 'Letters', 'Documents', 'Old scripts', 'Imm.', 'Correspondence', 'MDEXchange', and 'HealthLink'. The 'HealthLink' tab is highlighted with a red circle. Below the tabs, there is a 'New Form' button, also highlighted with a red circle. The main area displays a table of 161 records, with columns for Date Created, Form Status, Message ID, Type, Subject, Description, Recipient, Sender, and Ack.

Date Created	Form Status	Message ID	Type	Subject	Description	Recipient	Sender	Ack
1/12/2021 2:56:28 PM	Submitted	SR-52339	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervint	Test Referral	Ack
18/11/2021 4:57:49 PM	Submitted	SR-50726	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervint	Test Referral	Ack
18/11/2021 4:52:08 PM	Autosaved	SR-50725	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervint		
16/11/2021 1:02:01 PM	Autosaved	SR-50312-PO	SR Referral (manual) to Ear Lobe	Specialist Referral	SR Referral (manual) to Ear Lobe	printfax		
11/11/2021 2:51:47 PM	Parked	SR-49756	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervint		
11/11/2021 2:46:45 PM	Parked	SR-49752	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervint		
11/11/2021 2:37:40 PM	Parked	SR-49749	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervint		
11/11/2021 2:27:49 PM	Parked	SR-49744	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervint		
11/11/2021 2:23:01 PM	Parked	SR-49743	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervint		
11/11/2021 12:41:22 PM	Submitted	SR-49713	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervint	Test Referral	Ack

1.2 Open SR Specialists & Referrals

Under the Search a Private Specialist section, click on [For Private Specialist Referrals](#).



The screenshot shows the HealthLink interface for a patient named 'Mr Test Patient'. The interface includes the HealthLink logo and contact information: 1800 125 036 (AUS) and helpdesk@healthlink.net. Below the logo, there is a section titled 'Search a Private Specialist or Allied Health Provider to Refer Patient'. Under this section, there is a button labeled 'SR Specialists & Referrals For Private Specialist Referrals', which is highlighted with a red circle. Below this, there is a section titled 'Referred Services' with a list of providers: Austin Health, Chris O'Brien Lifehouse Services, Eastern Health, My Aged Care Referral, Banyule Community Health, DPV Community Health, Hearing Australia Medical Certificate, and Northern Health.

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

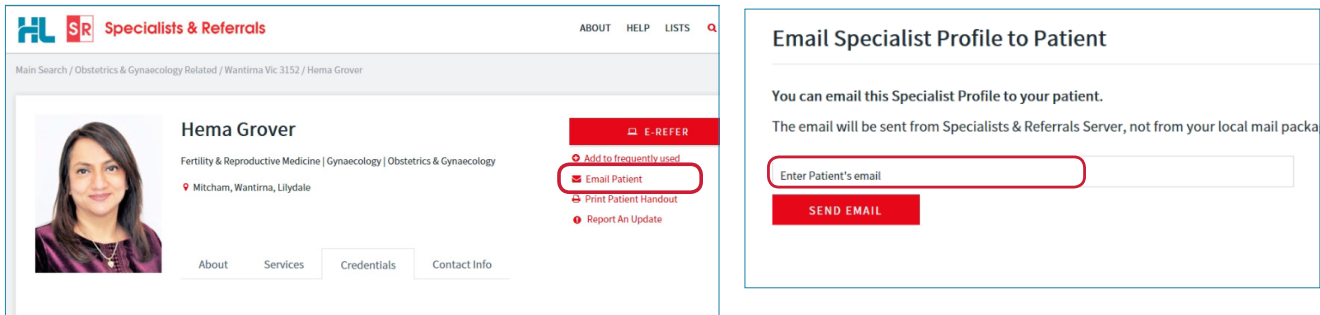
You can select a category for your search by clicking on the select a category box. If the category is not in the drop down list, just enter the keywords and the category will come up. Once you have entered the information you require, click on the search button. You can also add a suburb or postcode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

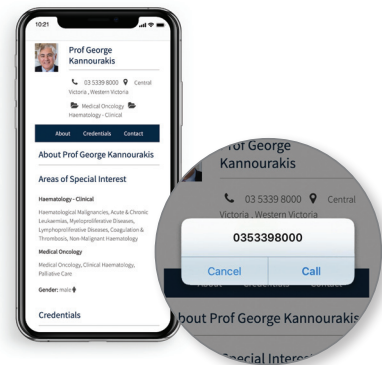
Click on [Email Patient](#), then type in your patient’s email address and click [Send Email](#).



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. 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.

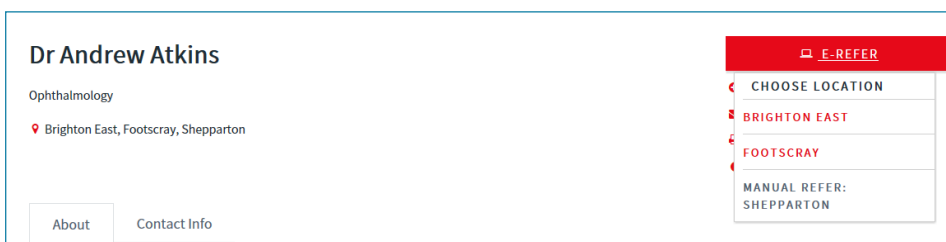
You can also click [Print Patient Handout](#) (link under Email Patient) to print off the specialist profile for your patient.



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](#).

MedicalDirector Clinical 4.0 - [Mr Test Patient]

File Window Help

HL SR Specialists & Referrals Referral to Dr Ear Lobe

Requested Information Specialist Referral

Name: Ear Lobe
 Phone: 1300 145 465
 Street Address: This address is for e-refer testing 3. Portal, 9 Castlereagh St, Sydney NSW 2000
 Suburb: Sydney
 Post Code: 2000

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

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

Reason for Patient Referral* [Browse for Consultation Notes](#)

Additional Information (for example current services)

Measurement Details

Date	Code	Value	Date	Code	Value
22/06/2021	Height	100	22/06/2021	BMI	25.0

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.

MedicalDirector Clinical 4.0 - [HealthLink - Mr Test Patient]

File Window Help

HL SR Specialists & Referrals Referral to Dr Robert Chen

Requested Information Specialist Referral

Form has been auto-saved.

Attachments / Reports 4 reports selected. No files attached.

[Browse for Patient Document](#) [Browse for Local File](#)

Diagnostic Reports / Patient Documents

Attach file from EMR supports: doc, docx, gif, html, jpeg, pdf, txt, rtf, tiff
 Attach file from Computer supports files that end in types: doc, docx, gif, htm, html, jpeg, jpg, pdf, rtf, tif, tff, txt

Caution: larger attachments may take significant time to preview

<input type="checkbox"/>	Date	Name	Comments	Type	Size	
<input type="checkbox"/>	20/09/2021	AduroForm.html	SR Referral to Ear Lobe	html	24 KB	
<input type="checkbox"/>	17/09/2021	AduroForm.html	SR Referral to Ear Lobe	html	22 KB	
<input type="checkbox"/>	17/09/2021	AduroForm.html	SR Referral to Ear Lobe	html	23 KB	
<input type="checkbox"/>	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	

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

Medical, Social and Family History Medical history specified.

Patient Information Test Patient: 3500265121 1, 20/12/2011

Referrer Information Test Referral: 0000000Y

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.

MedicalDirector Clinical 4.0 - [HealthLink - Test Patient]
File Window Help

HL SR Specialists & Referrals Referral to Dr EarLobe

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 ⓘ

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

Past Relevant Medications ⓘ [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

MedicalDirector Clinical 4.0 - [HealthLink - Test Patient]
File Window Help

HL SR Specialists & Referrals Referral to Dr EarLobe

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

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.

Date	Code	Value	Date	Code	Value
22/06/2021	Height	100	22/06/2021	BMI	25.0
22/06/2021	Weight	25	11/11/2021	BP	150/90

10. Managing Referrals

10.1 Access Parked Referrals

To access a parked form from the patient's record, select the **HealthLink** tab on the right hand side of the clinical record screen. 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.

Date Created	Form Status	Message ID	Type	Subject	Description	Recipient	Sender	Ack Status
1/12/2021 3:51:17 PM	Submitted	SR-52349	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cevinpt	Test Referral	Acknowledged
1/12/2021 2:56:28 PM	Submitted	SR-52339	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cevinpt	Test Referral	Acknowledged
18/11/2021 4:57:49 PM	Submitted	SR-50726	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cevinpt	Test Referral	Acknowledged
18/11/2021 4:52:08 PM	Autosaved	SR-50725	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cevinpt		
16/11/2021 1:02:01 PM	Autosaved	SR-50312-PO	SR Referral (manual) to Ear Lobe	Specialist Referral	SR Referral (manual) to Ear Lobe	printfax		
11/11/2021 2:51:47 PM	Parked	SR-49756	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cevinpt		
11/11/2021 2:46:45 PM	Parked	SR-49752	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cevinpt		
11/11/2021 2:37:40 PM	Parked	SR-49749	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cevinpt		
11/11/2021 2:27:49 PM	Parked	SR-49744	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cevinpt		
11/11/2021 2:23:01 PM	Parked	SR-49743	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cevinpt		
11/11/2021 12:41:22 PM	Submitted	SR-49713	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cevinpt	Test Referral	Acknowledged
11/11/2021 11:33:55 AM	Submitted	SR-49685	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cevinpt	Test Referral	Acknowledged

10.2 Accessing Submitted Referrals

A copy of the submitted referral can be found in the **Letters** 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, click the **Open Externally** button on the summary preview screen. The preview will include a list of any attachments. The actual attachments are included in the referral sent to the specialist.

Date Created	Subject	Recipient/Doctor	Description	Comment	Type	Sender/Pr
1/12/2021	Specialist Referral		SR Referral to Ear Lobe		Letter	Test Refe
1/12/2021	Specialist Referral		SR Referral to Ear Lobe		Letter	Test Refe
18/11/2021	Specialist Referral		SR Referral to Ear Lobe		Letter	Test Refe
11/11/2021	Specialist Referral		SR Referral to Ear Lobe		Letter	Test Refe
11/11/2021	Specialist Referral		SR Referral to Ear Lobe		Letter	Test Refe
11/11/2021	Specialist Referral		SR Referral to Ear Lobe		Letter	Test Refe
5/10/2021	Specialist Referral		SR Referral to Andrew Gray		Letter	Test Refe
28/09/2021	Specialist Referral		SR Referral to Nathan Dono...		Letter	Test Refe
28/09/2021	Specialist Referral		SR Referral to Ear Lobe		Letter	Test Refe
27/09/2021	Specialist Referral		SR Referral to Robert Camp...		Letter	Test Refe
23/09/2021	Specialist Referral		SR Referral to Ear Lobe		Letter	Test Refe
22/09/2021	Specialist Referral		SR Referral to Ear Lobe		Letter	Test Refe

Referral Sent and Acknowledged on 01/12

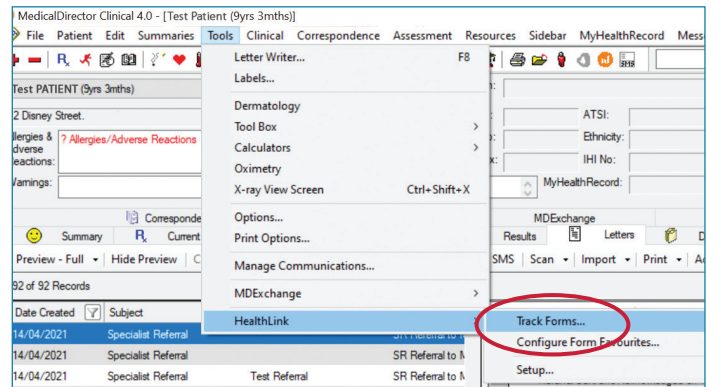
Referral to Dr Ear Lobe

This address is for e-refer testing 3: Portal
2000, Sydney, 2000, Ph:1300 145 465

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**.

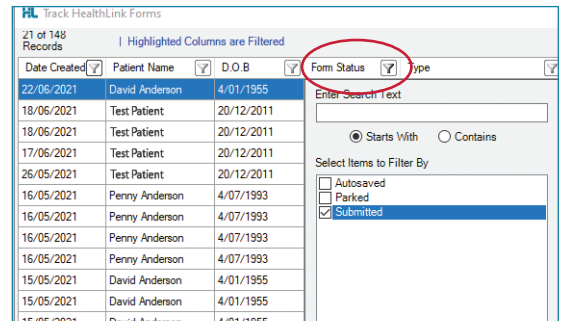
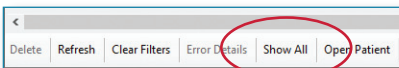
- 1 First, go to **Tools** then **HealthLink** then **Track Forms**.



HL Track HealthLink Forms
21 of 148 Records | Highlighted Columns are Filtered

Date Created	Patient Name	D.O.B	Form Status	Type	Subject	Description	Recipient	Sender	Ack Status	Ack Date	User Name	Date Updated
22/06/2021	David Anderson	4/01/1955	Autosaved	SR Referral to George Proimos	Specialist Referral	SR Referral to George Proimos	gproimos				Test Referral	22/06/2021
18/06/2021	Test Patient	20/12/2011	Autosaved	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervinmd				Test Referral	18/06/2021
18/06/2021	Test Patient	20/12/2011	Autosaved	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervinmd				Test Referral	18/06/2021
17/06/2021	Test Patient	20/12/2011	Autosaved	SR Referral to Debra Chong	Specialist Referral	SR Referral to Debra Chong	harvestp				Test Referral	17/06/2021
26/05/2021	Test Patient	20/12/2011	Submitted	SR Referral to Shen Wong	Specialist Referral	SR Referral to Shen Wong	dimmeale	Test Referral	Waiting		Test Referral	26/05/2021
16/05/2021	Penny Anderson	4/07/1993	Autosaved	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervinmd				Test Referral	16/05/2021
16/05/2021	Penny Anderson	4/07/1993	Autosaved	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervinmd				Test Referral	16/05/2021
16/05/2021	Penny Anderson	4/07/1993	Parked	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervinmd				Test Referral	16/05/2021

- 2 **Track Forms** will show all electronic referrals including draft referrals. Parked and Autosaved referrals have been put on hold and need to be finished and submitted.
- 3 Find all your submitted forms only. Click **Show All** to show all referrals including acknowledged referrals.



Click the filter icon next to **Form Status**. Filter for submitted referrals only and select **OK**.

This will now only show the referrals that have been sent.

HL Track HealthLink Forms
34 of 688 Records | Highlighted Columns are Filtered

Date Created	Patient Name	D.O.B	Form Status	Type	Subject	Description	Recipient	Sender	Ack Status	Ack Date
23/06/2021	Penny Anderson	4/07/1993	Submitted	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervinmd	Test Referral	Waiting	
22/06/2021	Test Patient	20/12/2011	Submitted	SR Referral to Ear Lobe	Specialist Referral	SR Referral to Ear Lobe	cervinmd	Test Referral	Acknowledged	22/06/2021 8:46 PM
22/06/2021	Test Patient	20/12/2011	Submitted	SR Referral (manual) to Ruchi Si...	Specialist Referral	SR Referral (manual) to Ruchi Si...	printfax	Test Referral	Acknowledged	22/06/2021 8:41 PM
22/06/2021	Test Patient	20/12/2011	Submitted	SR Referral to George Proimos	Specialist Referral	SR Referral to George Proimos	gproimos	Test Referral	Acknowledged	22/06/2021 4:19 PM

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.