Best Practice Send Referral

There is an easier way for you to refer to the SNHN Mental Health Triage

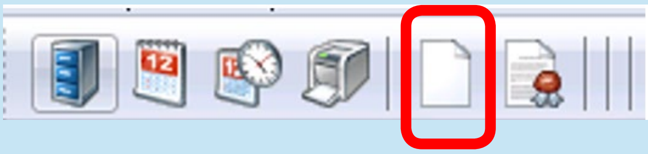
"Healthlink makes the referral process *quicker* and *easier* and I would not hesitate to recommend this to anybody who is interested. It is a faster process than fax and definitely improves efficiency."

Napoleon Chiu - General Practitioner, Neutral Bay

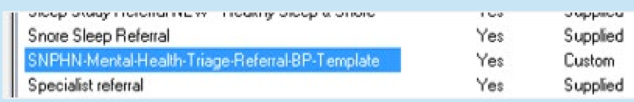
- **Your software will tell you if Mental Health Triage has recieved your referral - no need to call.**
- **Improved patient privacy, consistent with data privacy principles.**
- **Keeps track of referrals completed for a patient per financial year.**
- **Paperless**
- **Reduced paper correspondence to be managed.**
- **Reduced costs.**

Sending an eReferral to Mental Health Triage via Best Practice

1. Open **patient file** (F2) and select **Word Processor** (F4)



2. Select the template *SNHN Mental Health Triage Referral BP Template* and follow the prompts to complete the form



3. When the report is ready to send, select **Send as HL7** button on toolbar

4. Select the Mental Health Triage address entry and **Send**

indicates that this contact can receive eReferrals via Secure Messaging

If you do not have Mental Health Triage saved as a contact, follow the steps below.

5. A Mental Health Care Plan must be attached to the referral. **Open** the completed **Mental Health Care Plan** and send by completing **steps 3 and 4** again.

Adding Mental Health Triage as a contact in Best Practice

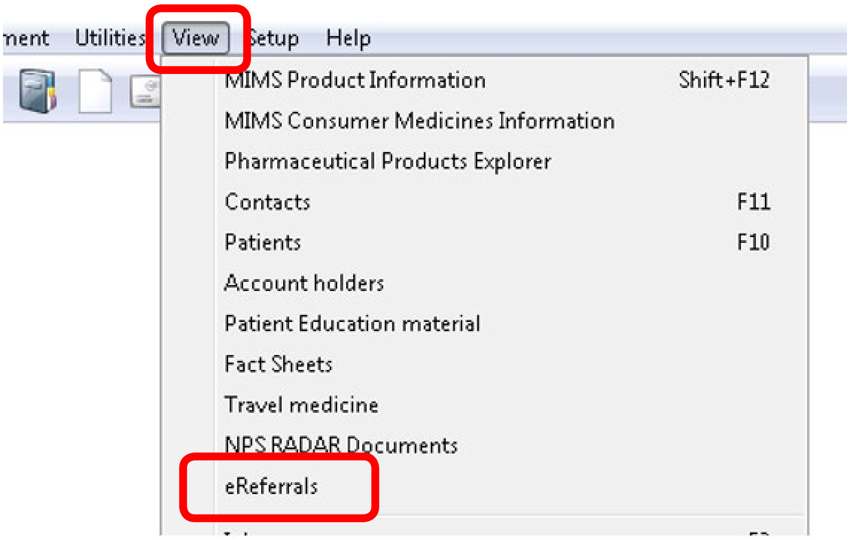
1. Open Best Practice **Contacts Database**
2. Select Add new or modify an existing entry for Mental Health Triage
3. Fill out the contact name and details
4. Highlight the practices address and click **Edit**
5. Ensure that Accepts CDA eReferrals is ticked
6. Select the **Messaging Provider** as **HealthLink**
7. Enter *'mhtriage'* as the **Account ID**

   Account ID: (if applicable) mhtriage
8. **Save**

Checking for acknowledgements

1. Select **View >eReferrals**

Please note that Best Practice sends and recieves messages every 20 minutes.



2. Check the Status of the message sent. This will indicate whether the eReferral has been delivered and accepted.