

This document is developed for GPs, and answers commonly asked questions regarding the new Electronic Referral system – HealthLink.



## When will Monash Health Specialist Consulting complete its switch to an all-electronic referral system for receiving referrals?

Monash Health is implementing a phased transition to eReferrals for its specialist clinics. Over the last two years we have been providing the HealthLink eReferral system for our referring general practitioners, and effective Monday 4 July 2022, referrals using the HealthLink eReferral system will be prioritised. Fax, post or email will continue to be available during a transition period however will cease on **Monday 18 July**. From this date, all referrers including GPs and specialists will be required to send referrals by HealthLink. Support will be provided during this transition period.

## Why is this change happening now?

The introduction of the eReferral system commenced two years ago, and over this time many referrers have embraced the system as the most secure, safe and reliable way to send a referral. We have put in place the necessary supports to ensure we can assist any GPs who need assistance, and following the lead of other health services have elected to complete the transition in July 2022.

## Are all Monash Health Specialist Consulting services available by eReferral?

**YES.** Monash Health has made all Specialist Consulting services available via HealthLink eReferrals.

## What will I receive from Monash Health when my eReferral is processed?

Monash Health provides the following information to referrers throughout the referral management process (where appropriate):

Notification of:

- Confirmed receipt of referral via an automated electronic response
- Rejection of referral as additional information is required and a request to resubmit with all mandatory information for processing
- Confirmation of appointment booked with patient

## How would I send an eReferral from within my clinical information system?

Pre-populated Monash Health Smartforms will be made available for **Best Practice** and **Medical Director** under the HealthLink tab. You can add/remove information as required, including selecting relevant investigations and clinical notes held within your clinical information system. Practices that use **Genie** or **Medtech** should contact HealthLink for additional support.

Practices that use other clinical information systems can utilise the HealthLink portal to submit eReferrals; however, the information will not be pre-populated. The MyHealthLink portal allows you to attach documents (including your usual referral letter) from your desktop and paste notes from your clinical information system.

## Can I still fax referrals?

After Monday 18 July, referrals can no longer be faxed to Monash Health. Fax technology is unreliable, frequently producing transmission errors and delaying timely access to clinical care. Monash Health is switching from fax to secure electronic delivery to ensure that documents sent to Specialist Consulting arrive. Over the coming months Monash Health is working towards sending documents electronically to referring GPs and specialists.

## Where can I find more information?

You will find resources to support your move to HealthLink on the secure [eReferrals page](#) on the Monash Health website. <https://monashhealth.org/health-professionals/referrals/gp-ereferrals/>

If you have any difficulties using the HealthLink Smartforms at your practice, please contact **HealthLink Technical Support on 1800 125 036** or [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)

For questions about your eReferral once submitted to Monash Health, please contact **Monash Health Specialist Consulting on 1300 342 273 (option 6)** or [outpatient\\_enquiries@monashhealth.org](mailto:outpatient_enquiries@monashhealth.org)

**You can also seek the support of your primary healthcare network:**

- **South Eastern Melbourne PHN on 1300 331 981**
- **Eastern Melbourne PHN on (03) 9046 0300.**