



More and more health professionals and community workers are using electronic referral to share information and connect consumers to services. Connectingcare provides an integrated system for secure messaging and e-referral to a large number of health and community agencies across Victoria.

E-referral is a practical and secure solution to sharing consumer information. To date, 19 out of the 31 Victorian Primary Care Partnerships are using this system and generating more than 1,200 electronic referrals per month.

The reasons for this growing number of agencies using e-referral are clear.

No additional software is required to utilise the e-referral function on the Connectingcare website. No additional consumer consent is required to use the online referral system and our health and community services directory provides up-to-date information on more than 22,500 services across Victoria.

Our health and community services directory

By accessing www.connectingcare.com and following the useful prompts, secure referrals can be made to any agency registered with Connectingcare.

Our directory interface enables services to be identified using a powerful search function. Services can be searched by Department of Human Services (DHS) region, Primary Care Partnership or local government area. Once a catchment has been selected, you can browse by service category, keyword or provider.

Information on eligibility criteria, fees, disabled access and contact details assist you to identify the best options for consumers and confidently answer questions regarding access, fees and waiting times.

The Connectingcare interface has been designed using DHS Service Coordination Tool Templates (SCTT)–2006 version. A secure referral can be sent by completing these forms online or by attaching your own electronic version of these forms exported from your client management software.

Best practice in e- referral and service coordination

E-referral standards have been developed to achieve best practice in agency-to-agency referrals. These standards are an in-built feature of the Connectingcare system.

Best practice in e-referral is achieved by the:

- Use of the online SCTT forms or document attachments to securely transfer consumer information between agencies.
- Completion of key sections of agreed forms to achieve standardisation in the information shared between agencies.
- Provision of consumer information and receipt of consumer consent in accordance with Commonwealth privacy guidelines and DHS requirements.
- Compliance with the agreed response times for the making of and responding to consumer referrals.

- Feedback to the referring agency on the outcome of the received referral, including eligibility and waiting times.

Connectingcare uses a Commonwealth approved security framework called Public Key Infrastructure (PKI), which requires agencies that receive e-referrals to have specific business processes and privacy safeguards in place.

Sending any consumer-identifying information by ordinary email should be avoided at all times as it does not meet privacy guidelines.

For further information

Daniel Whiting
Albury Wodonga Regional GP Network
02 6049 1919
Mob 0407065971
dwhiting@bordergp.org.au