Referrals - Adding Internal & External Referrals for Triage



Digital Health Quick Reference Guide

This (Add an	Quick Reference Guide will explain how to: internal and external referral for triage
0	Important To ensure the referral is sent for triage, the Referral Status/Priority and Specialty fields must be completed correctly.
	* Referral Status/Priority: * Specialty: Triage Required ✓ ASC Nurse Triage ✓

Internal Referral

- 1. On Scheduling Appointment Book, click the Request List Inquiry button
- 2. Schedule Inquiry window will open
 - Inquiry: Referrals Add Encounter
 - Request List Queues: ASC Surgical & Critical Care Services
 - Click Find
 Find
- 3. Right click on patient
 - Person > Add Encounter

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	 Referrals Add Encounter
Request List Queues:	equest List Queues:

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	Modify			
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	Cancel			
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	Cancel Request		Add Encounter	
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	Superbill Person Link		Allergies Health Maintenance Organizer	
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New Episode window opens. Select Specialist Clinics (OP) from the list then click OK



Add Epi

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Cancel

Select the created episode, see the • Created time and Creator to ensure the correct one is selected and Click OK

Select	Episod	e - [TESTPA	s, sarah]											- (\times
Episodes:																
Name			Туре		Created	Creato	r	Last	Reg Date	Registrar	Episo	de En	d Date	Referri	ng Faci	lit ^
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- 7. Select the relevant clinic campus
 - Enter "WHS"
 - Click the magnifying glass
 - Select the campus
 - Click OK

WHS		1
WHS Footso WHS Sunbu	ray Hospital ny Day Hospital	
WHS Williar	nstown Hospital	
acility:		

Digital Health

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- 8. Referral Add/Modify window opens, select the Referral and Encounter Info tab
- 🛅 Referral Add/Modify UR Number: 7100000 Last Name First Name: Middle Name: TESTPAS SARAH Medicare Number: Medicare Expiry Date: Arrival Comment: * + 9384 79837 4-9 13/02/2025 FIN (Visit #): Referral ID: Referral Data Set: VSPEC94521 VINAH 18 (2023-2024) Referral and Encounter Info Portal Authorised Representatives Notes and Alerts Patient Information * Referral Add Type: * Referral Received Date: * Date on Referral: --/--/----÷ - /--/---*New Referral \sim ÷.
- 9. Complete the fields as required, mandatory fields are marked with an * and highlighted in yellow

•	Referral Type: Internal	Referral Type: Internal	~	
•	Referral Stats/Priority: Triage Requ	* Referral Status/Priority: Triage Required	~	
•	Referral In Stream and Referral (Episode) Stream: select the department where the referral is to be sent for triage	*Referral In Stream: Orthopaedics/Musculoskeletal ~	*Referral (Episode) Stream: Orthopaedics/Musculoskeletal	~
•	Specialty: ASC Nurse Triage		* Specialty: ASC Nurse Triage	~
•	Account Class: Medicare Bulk Bill /	Public: Eligible	*Account Class: Public: Eligible	~
•	Once all necessary fields are entered,	click Complete		

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Click **OK** in the following window detailing the identification numbers

Referral Add/Modify	×
The following WHS Footscray Hospital aliases have been assigned for TESTPAS, SARAH :	
FIN NBR: 21002027 Visit ld: 101365902	
ОК]

10. An Internal Referral has been added and it has dropped off the Referral Add Encounter worklist



- Press T on the keyboard in fields that require a date to quickly enter today's date
- Some fields will flow through from the referral order
- Fields will also autocomplete depending on options chosen

External Referral

- 1. Open PMOffice
 - Conversation > Referral Add/Modify

Notes that the second s



 Person Search [Person Results: 1]

 Recent Persons

 Person Identifier (URN, Medicare #):

 7100000

 Last Name:

 First Name:

 Date of Birth:

 //****

 Any Phone Number:

 Encounter Identifier (FIN):

 Search
 Reset

2. Search for the patient using appropriate identifiers





	Click Add Encounter in the bottom right					>	
		OK	Cancel	<u>P</u> review <u>A</u>	dd Person	Add <u>E</u> ncounter	l
3.	 Follow Steps 4 – 7 from adding an Internal Refer Choose External for the Referral Type 	ral		Referral Typ External)e:	~]
	Ensure the correct Referral Source is selected	ed		*Referral Sc Communi Correction GP/Local N Not applic Other Other Hea Other Hos Other Hos Other Hos	ty Rehabilit nal / Justice Medical Off able th Practitic p Depart ne p Depart sa p Emergen	tation Centre ficer oner ew program ame program cy Department	,

4. An External Referral has been added for the patient

