

eReferral Program

Background

The eReferral Program was established in 2016 under a regional partnership between Bendigo Health, Murray Primary Health Network and the Loddon Mallee Rural Health Alliance. Following pilot site General Practice uptake and support, the program was rolled out to multiple health services and is now offered to all General Practice in the Loddon Mallee region who use Medical Director and Best Practice software.

What is the eReferral (SeNT) Program?

- The eReferral program has enabled the delivery of over 100,000 electronic referrals across the Loddon Mallee region. The SeNT eReferral product by BPAC is a structured electronic document that can be created and sent electronically from one provider to another, providing secure and trackable transmission of referrals.
- The eReferral is encrypted and compliant with privacy principles to ensure that only the intended recipient can access the contained information.
- An eReferral integrates with MD and BP clinical software to support pre-population of existing information such as: patient details including observations, medical history/investigations, current medications, allergies/adverse reactions and social history

An eReferral is not

- a standard unencrypted email
 - a saved document attached to an email - Word, pdf, Plain Text.
 - a faxed document
- Specialty templates are constructed so that referral content is directed by/adheres to DHHS mandated State-wide Referral Criteria enabling efficient and timely triage
 - Electronic referral promotes workflow and administration efficiencies

For these reasons, SeNT eReferral is Bendigo Health's preferred means of receiving referrals.

Where can I send an eReferral?

The SeNT e-referral system allows GPs to send secure referrals electronically to the Health Services:

Bendigo Health, Castlemaine Health, Rochester & Elmore District Health, Bendigo Community Health, Echuca Regional Hospital, Kerang District Health, Kyabram District Health, Boort District Health, Swan Hill District Health and Mildura Base Public Hospital.

Contact to participate in eReferral or assistance to optimise use

Contact Loddon Mallee Shared Services on 5454 8470 or log a service desk ticket.