



# SeNT Referrals

## User Manual

Murray PHN



Version 2.0

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### **Important Notice**

The SeNT Referral is not a substitute for clinical judgement which must be exercised in each consultation in which SeNT Referrals is used.

SeNT Referrals utilises information extracted from the patient's record in the clinical software in use during the consultation. SNOMED CT coded information is held for the specialities and conditions. The efficacy of Sent Referrals in capturing valid patient data depends on the clinical software being complete and accurate.

### **Document History**

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## 1. Introduction

This manual provides an overview of the functionality within the SeNT Referrals application and the various components within this decision support tool.

The SeNT Referrals module has been developed in New Zealand by BPAC Clinical Solutions in partnership with the South East Melbourne PHN.

## 2. Overview

This document is intended to assist users and trainers of the SeNT Referrals product. SeNT Referrals has in-built referral management capability designed to make life easier for healthcare professionals, and to improve the quality of referrals.

The referral consists of a generic form and condition specific clinical information – these are auto-populated forms with standard information about the patient, clinical information, and the referrer. The form requires the referring clinician to input relevant patient information before the referral can be sent.

SeNT Referrals has been designed to assist referring clinicians to maintain standards endorsed by state, national and international guidelines. When the referral is complete, the referral is converted into a PDF and written back to the patient's record in the clinical software.

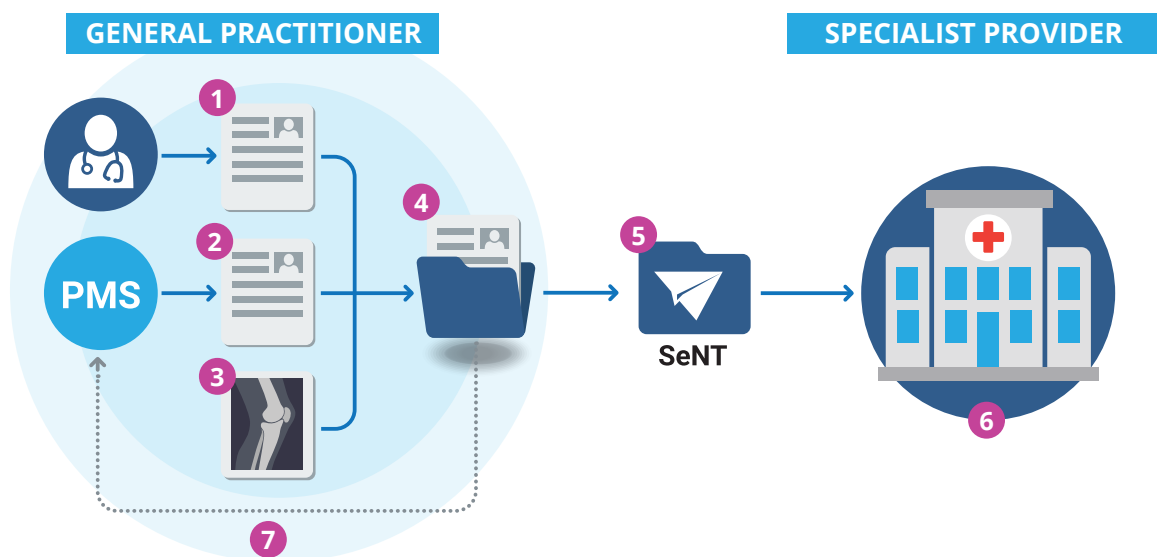



FIGURE 1: The SeNT Referral process. **1** Clinician selects a specialist provider and inputs patient specific details on the referral form. **2** Form is auto-populated with standard information about the patient and referrer from the Patient Management System (PMS). Clinician can also include additional clinical information such as patient history and current medications, directly from the PMS. **3** If required, additional supporting documents can be added as an attachment. **4** The completed referral form **5** is securely transferred electronically by SeNT **6** to the specialist provider. **7** A copy of the referral is also written back to the PMS in a PDF format for inclusion in the patient's records.

### 3. Launching SeNT Referrals

Before launching SeNT Referrals, ensure that the clinical software is open and a patient record is open.

#### 3.1 Launch in Medical Director

1. Open **Medical Director** and select a patient.
2. In the Medical Director sidebar click the **SeNT Referral** button in the SeNT Referrals widget (FIGURE 2).
3. SeNT Referrals will open in a new window.

If the **SeNT Referral** button is not visible the sidebar is collapsed. Click the SeNT Referrals icon  to expand the sidebar then launch SeNT Referrals using the **SeNT Referral** button.

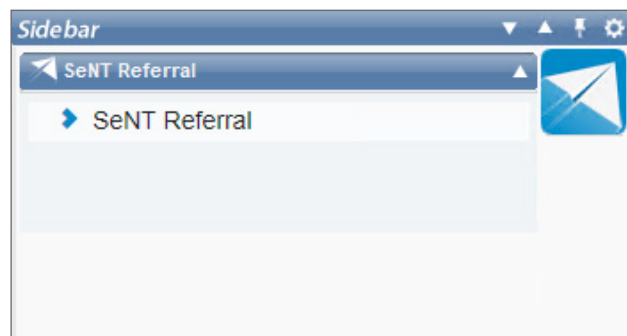




FIGURE 2: SeNT Referrals button in Medical Director

#### 3.2 Launch in Bp Premier

1. Open **Bp Premier** and select a patient.
2. Launch the SeNT Referrals application from Bp Premier, from your desktop or from the windows start menu.
3. Click the SeNT Referrals button in the client (FIGURE 3).

To launch the SeNT Referrals application from the desktop, double click the SeNT Referrals icon .

To launch the SeNT Referrals application from Bp Premier (versions indigo and above), click the SeNT Referrals icon  in the tool bar.

Once open, the application will appear in the Windows toolbar, see FIGURE 4.

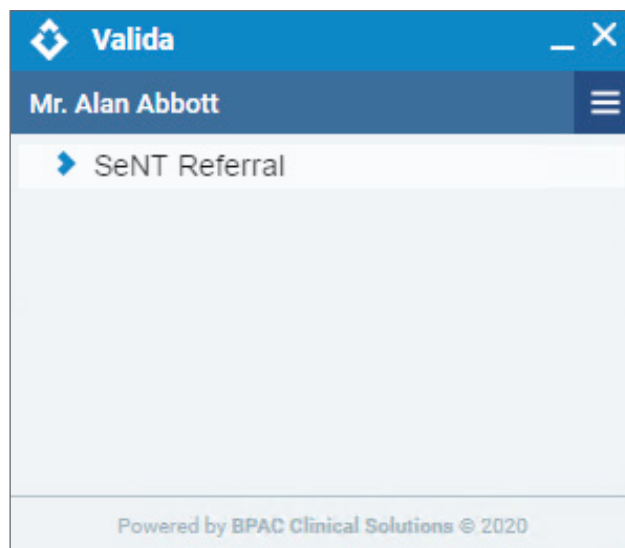


FIGURE 3: SeNT Referrals application

### 4. Certificates

Certificates are used to authenticate that a user belongs to their practice. SeNT Referrals will prompt for a certificate when opened.

Your practice may have multiple certificates installed, for SeNT Referrals select the certificate that begins with **general.800...**, (FIGURE 5) and click **OK**.

If you are not prompted for a certificate, then only one is installed on your computer. This has been selected by default and SeNT Referrals is ready to use.


 For any certificate issues, contact your practice manager or IT support.



FIGURE 4: SeNT Referrals icon in the windows toolbar

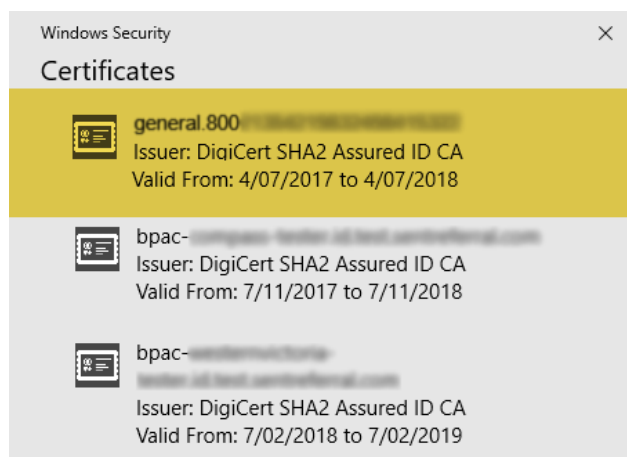


FIGURE 5: SeNT Referrals certificate prompt

## 5. User roles

Many user roles are available in SeNT Referrals, each role has their own privileges.

### 5.1 Nurse

If you are logged in to your clinical software as a Nurse user can:

- access list view
- create a new referral
- access read only view
- delete a parked referral
- resume a parked referral
- copy a parked referral

See FIGURE 6

**i** Nurses are unable to submit a referral. A banner indicating the logged in role is displayed above the referral list.

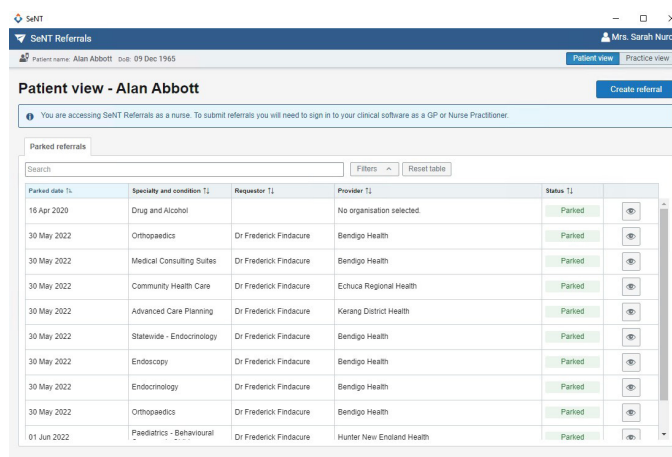


FIGURE 6: Nurse account

### 5.2 Practice Manager

Practice Managers have the ability to:

- View list view

They are not able to:

- Access list view
- Create a new referral
- Access read only view
- Delete a parked referral
- Resume a parked referral
- Copy a parked referral
- Submit a referral

See FIGURE 7

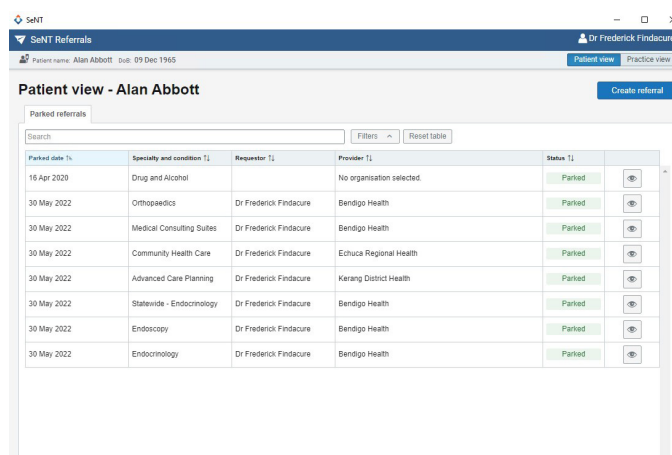


FIGURE 7: Practice Manager account

### 5.3 General Practitioner

GPs have full access to functions of the SeNT Referrals form. They have the ability to:

- Access list view
- Create a new referral
- Access read only view
- Delete a parked referral
- Resume a parked referral
- Copy a parked referral
- Submit a referral



## 6. Referral List View

Before launching SeNT Referrals, ensure that the clinical software is open and a patient record is open.

### 6.1 Overall view

List view provides a list of all the parked referrals for the active patient and the practice. There are four main components (FIGURE 8):

1. Patient view and Practice view buttons
2. Create referral button
3. Referral table
4. Referral action buttons

SeNT Referrals

Dr Frederick Findacure

Patient name: Alan Abbott DoB: 09 Dec 1965

Patient view Practice view

**Patient view - Alan Abbott**

Create referral

Parked referrals

Search Filters Reset table

Parked date ↑↓	Specialty and condition ↑↓	Requestor ↑↓	Provider ↑↓	Status ↑↓	
16 Apr 2020	Drug and Alcohol		No organisation selected.	Parked	
30 May 2022	Orthopaedics	Dr Frederick Findacure	Bendigo Health	Parked	
30 May 2022	Medical Consulting Suites	Dr Frederick Findacure	Bendigo Health	Parked	
30 May 2022	Community Health Care	Dr Frederick Findacure	Echuca Regional Health	Parked	
30 May 2022	Advanced Care Planning	Dr Frederick Findacure	Kerang District Health	Parked	
30 May 2022	Statewide - Endocrinology	Dr Frederick Findacure	Bendigo Health	Parked	
30 May 2022	Endoscopy	Dr Frederick Findacure	Bendigo Health	Parked	
30 May 2022	Endocrinology	Dr Frederick Findacure	Bendigo Health	Parked	

Resume referral Copy referral Delete referral

Powered by BPAC CS © 2022

FIGURE 8: SeNT Referrals list view

### 6.2 No patient

If there is no patient active in your Clinical software a message will display in line with Patient and Practice view buttons as well as in the referral table. See FIGURE 9.

SeNT

SeNT Referrals

Dr Frederick Findacure

Select patient in your clinical software

Patient view Practice view

**Patient view**

Create referral

Parked referrals

Search Filters Reset table

No patient has been selected. Please load a patient in your clinical software to create and modify referrals.

FIGURE 9: No patient found in clinical software

### 6.3 Patient found

Once a patient has been opened in the PMS a message will read 'Patient opened in clinical software. Patient view updated.' (FIGURE 10). The table will refresh to display the opened patients parked referrals.

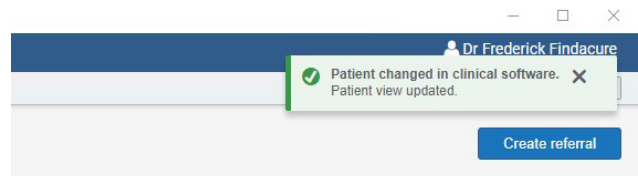


FIGURE 10: Patient found in clinical software

### 6.4 Patient closed

When a patient is closed in the clinical software a red message will read 'Patient closed in clinical software. Patient view updated.'

The draft referrals for the patient and the patient details will be removed from the view. A message will display inline with Patient and Practice view buttons as well as in the referral table. FIGURE 11.

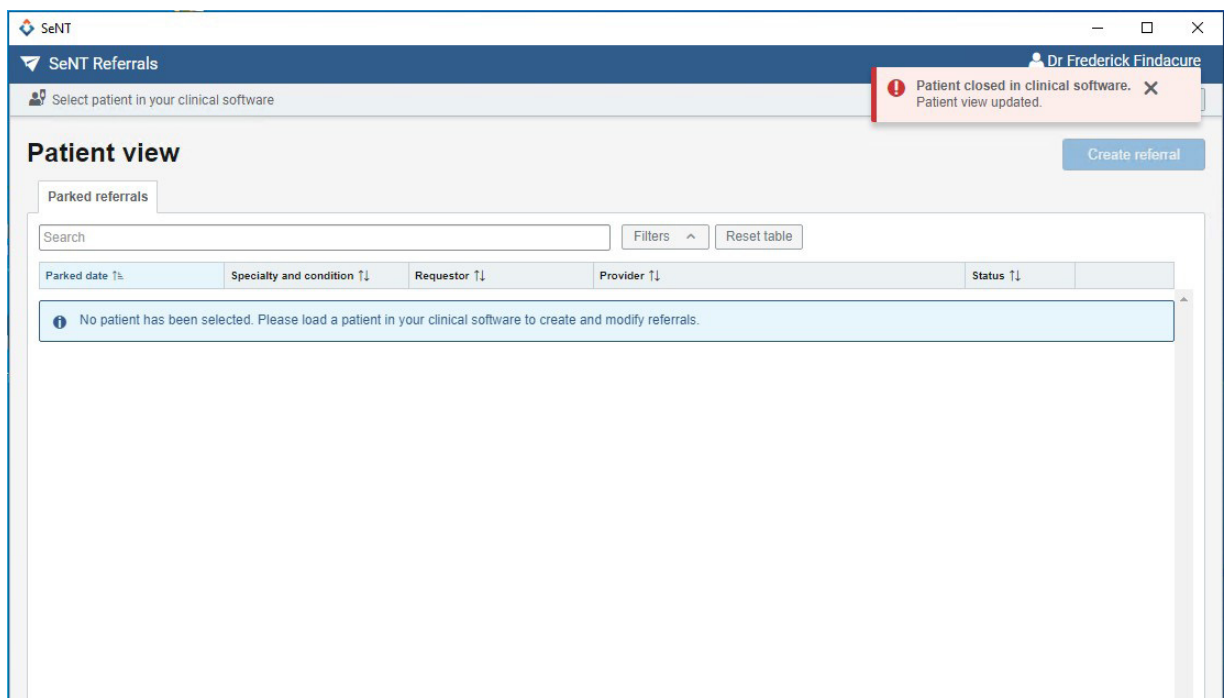


FIGURE 11: Patient closed in Clinical Software - List View

## 7. Parked referrals

If the patient has no parked referrals a message will display 'This patient has no parked referrals. Create a new referral to begin.' Once a referral has been created and parked the referral will display in the parked referrals table (FIGURE 12).

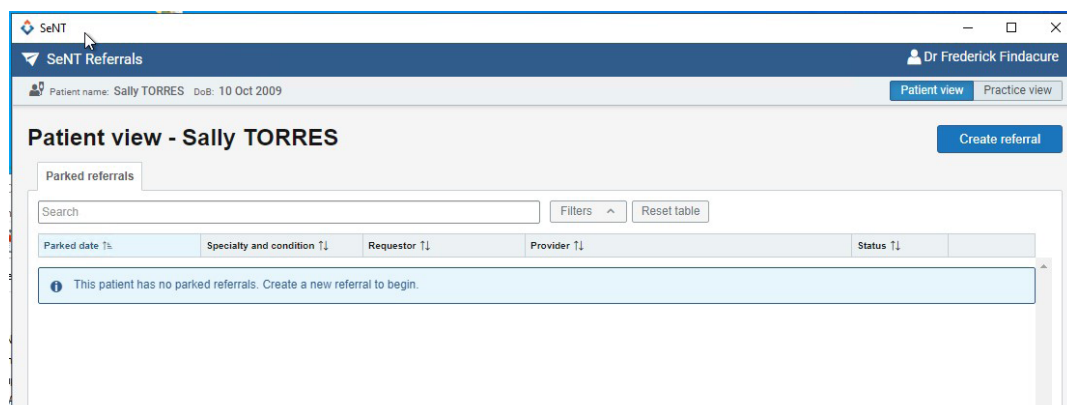


FIGURE 12: Patient has no parked referrals



## 7.1 Patient and practice view

Patient view will launch by default and will display all draft referrals for the patient that is currently open in the PMS. To view all draft referrals for a practice, click the Practice view button (FIGURE 13).

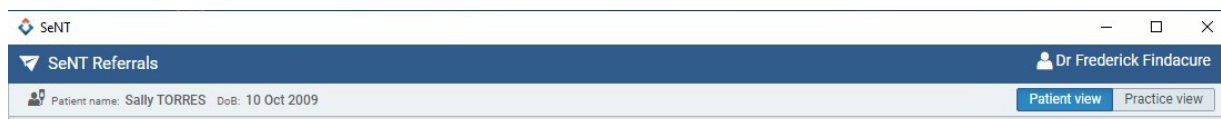


FIGURE 13: Patient and practice view toggle

## 7.2 Filters

The referral filters section is closed by default. To open or close the filters section, click anywhere in the grey filters button. Multiple filters and search terms can be used at the same time to perform a more advanced search. As you type, options will appear in the parked referral table (FIGURE 14).

Resetting the table removes any search, sort or filters you have applied. Referrals will display in the order that they were created. Oldest referrals will be at the top of the table.

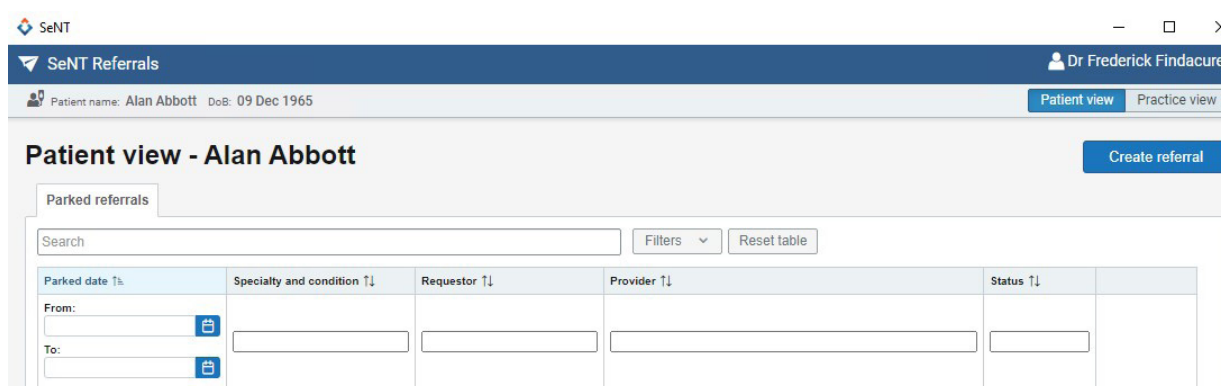


FIGURE 14: Parked referrals filters

## 7.3 View referral

The eye icon when selected, will open a read-only view of the draft referral content. From here you can access a read-only view of referral contents and take actions on referrals, see FIGURE 15.



FIGURE 15: View button

There are three buttons located in the footer that control the referral, these are Resume referral, Copy referral and Delete referral. See FIGURE 16.

Priority	Urgent
Specialty and condition	Orthopaedics
Service	Fractures Clinic
Organisation and Site	Bendigo Health Specialist Clinics Bendigo Health HPI-O: 8003627500035316 Business Bendigo Health Specialist Clinics Bendigo Health Fractures Clinic Barnard St Bendigo 3550 Work P: 03 54546000
Provider name	Mr Huw Williams
Referral details	
Referral date	30 May 2022
Referral length	12 months
Referral type	New referral
Referral purpose	
Consents	
Date patient consented to referral	30 May 2022
Patient will consider telehealth?	Yes
Are you the patient's usual GP?	Yes
Standard clinical information	
<div>Resume referralCopy referralDelete referral</div>	

FIGURE 16: Referral action buttons

## 7.4 Resume referral

Resuming a referral opens the draft referral in the SeNT Referral form, the referral form will be populated with the information that was entered when the referral was previously parked

# 8. The SeNT Referrals form

## 8.1 Form sections

The SeNT Referrals form is divided into the following sections:

- Referral information
- Specialty clinical information
- Standard clinical information
- Patient information
- Insurance information
- Referring GP's information
- Attachments

The referral information section is open by default while all other sections are closed. To open or close a referral section, click anywhere on the blue title bar, see FIGURE 17.

The screenshot displays the SeNT Referrals form interface. At the top, the window title is 'SeNT' and the user is logged in as 'Dr Frederick Findac...'. Below the header, the patient information is shown: 'Patient name: Mr. Alan Abbott' and 'DoB: 9 Dec 1965'. The main form area is divided into sections, each with a blue title bar. The 'Referral information' section is currently expanded, showing fields for 'Referral recipient' (Priority: Urgent, Non Urgent, Routine; Specialty and condition: Search for specialty, condition, or service; Service: Please select specialty first; Organisation and Site: Please select a Service first; Provider name: Please select Location first) and 'Referral details' (Referral date: 2 Jun 2022; Referral length: 12 months, Indefinite; Referral type: New referral, Clinical update, MBS update; Referral purpose: Establish a diagnosis, provide clinical assessment, or inform a treatment plan; Request specialist treatment or intervention; Request partnership care between the patient, GP and health service; Other). Below these are 'Consents' (Date patient consented to referral: 02 Jun 2022; Patient will consider telehealth?: Yes, No; Are you the patient's usual GP?: Yes, No). The 'Standard clinical information' and 'Patient information' sections are collapsed. At the bottom, there are buttons for 'Submit referral', 'Park referral', 'Refresh content', 'Cancel referral', and a red button indicating 'Missing fields 5'. The footer shows 'Powered by BPAC CS © 2022'.

FIGURE 17: The initial view for the SeNT Referral form. To open or close any referral section, click on the blue title bar.

## 8.2 Referral provider

To find a provider, start typing in the 'Specialty and condition' field relating to the specialty needed or the patient's condition. As you type, options will appear in the dropdown list. Select the appropriate option.

The screenshot shows the 'SeNT Referrals' form for patient Mr. Alan Abbott. The 'Referral information' section is active. The 'Specialty and condition' field has a dropdown menu open, showing a list of options. The 'Urgent' priority is selected. The 'Referral details' section shows the 'Referral date' as 30 May 2022. The 'Consents' section shows the 'Date patient consented to referral' as 30 May 2022. The 'Standard clinical information' section is collapsed.

Referral recipient
Priority: Urgent
Specialty and condition: gene
Service: General Surgery
Organisation and Site: General Surgery
Provider name: Community Nursing Service

Referral details
Referral date: 30 May 2022
Referral length: General
Referral type: Medical Consulting Suites
Referral purpose: General Surgery

Consents
Date patient consented to referral: 30 May 2022
Patient will consider telehealth?: Yes
Are you the patient's usual GP?: Yes

FIGURE 18: Selection of specialty and condition to determine associated providers.

Once you have selected the specialty and condition, 'Service' and 'Organisation and site' will populate and options will appear in the 'Provider name' dropdown. Choose the appropriate option.

You will then be presented with options in the 'Provider name' dropdown list to select from (FIGURE 19).

The screenshot shows the 'SeNT Referrals' form for patient Mr. Alan Abbott. The 'Referral information' section is active. The 'Specialty and condition' field is set to 'General Surgery'. The 'Service' field is set to 'General Surgery'. The 'Organisation and Site' field is set to 'Bendigo Health Specialist Clinics Bendigo Health'. The 'Provider name' field has a dropdown menu open, showing a list of providers. The 'Referral details' section shows the 'Referral date' as 30 May 2022. The 'Consents' section shows the 'Date patient consented to referral' as 30 May 2022. The 'Standard clinical information' section is collapsed.

Referral recipient
Priority: Urgent
Specialty and condition: General Surgery
Service: General Surgery
Organisation and Site: Bendigo Health Specialist Clinics Bendigo Health
Provider name: Ms Janine Arnold

Referral details
Referral date: 30 May 2022
Referral length: Mr Andrew Barclay
Referral type: Mr Andrew Barling
Referral purpose: Mr Graeme Campbell

Consents
Date patient consented to referral: 30 May 2022
Patient will consider telehealth?: Yes
Are you the patient's usual GP?: Yes

FIGURE 19: Selecting a provider from the dropdown list.

## 8.3 Form icons



An asterisk indicates a mandatory field. The form will not submit until all of these fields have been completed. When a field is complete the asterisk will change from red to green.



A padlock indicates a field that has been populated from the clinical software, and is not editable within the form. To edit, the field must first be updated within the clinical software. Clicking 'Refresh' in SeNT Referral will pull the updated information into the form.



A link that directs to a location on the form.



A link that directs to an external location, opening in a new window.



The information button indicates details are available that are too large for the form body. Clicking on this opens a popover containing further details, for example contact information (see FIGURE 20).



An info icon indicates there is helpful or important information related to the field. When hovered on, the information is displayed in a tooltip.

The screenshot shows the 'SeNT Referrals' form for patient Mr. Alan Abbott (DOB: 9 Dec 1965). The form is divided into 'Referral information' and 'Referral details' sections. In the 'Referral information' section, the 'Organisation and Site' field is selected, showing a list of options: 'Bendigo Health', 'Specialist Clinics Bendigo', and 'Orthopaedic Surgery'. A popover titled 'Organisation details' is open, displaying contact information for 'Bendigo Health' (HPI-O: 8003627500035316, Business, 3550, Work, P: 03 54546000). The 'Referral details' section includes fields for 'Referral date' (2 Jun 2022), 'Referral length' (12 months), 'Referral type' (New referral), and 'Referral purpose' (Establish a diagnosis, provide clinical assessment, or inform a treatment plan).

FIGURE 20: Popover showing additional information

## 9. Copy referrals

Copying a referral opens a new referral form populated with the draft referral's information, any information that has been updated in the clinical software since the draft referral was parked will be updated in this new referral (FIGURE 21).

**SeNT Referrals** Dr Frederick Findac...

Patient name: Mr. Alan Abbott DoB: 9 Dec 1965

*This referral is copied from a parked referral. Updated information from your clinical software has been included in this copy. Changes to your Specialty and condition selection may result in information that cannot be copied.*

**Referral information**

**Referral recipient**

\* Priority: **Urgent** Non Urgent Routine

\* Specialty and condition: Search for specialty, condition, or service

\* Service: Please select specialty first

\* Organisation and Site: Please select a Service first

[View organisation details](#)

\* Provider name: Please select Location first

**Referral details**

Referral date: 30 May 2022

\* Referral length: **12 months** Indefinite

\* Referral type: **New referral** Clinical update MBS update

\* Referral purpose:

- ☐ Establish a diagnosis, provide clinical assessment, or inform a treatment plan
- ☐ Request specialist treatment or intervention
- ☐ Request partnership care between the patient, GP and health service
- ☐ Other

**Consents**

\* Date patient consented to referral:

\* Patient will consider telehealth? **Yes** No

\* Are you the patient's usual GP? **Yes** No

**Standard clinical information**

**Patient information**

FIGURE 21: Copy of an existing referral

Clicking Copy referral will open a new referral form with content that has been replicated from the draft referral any information that has been updated in the clinical software since the draft referral was parked will be updated in this new referral, see FIGURE 22.

Some data will not be pulled in to the new referral:

- Any free text entered in the Standard clinical information section such as Social history summary
- Some checkboxes within Standard clinical information section such as Include social history.

**SeNT Referrals** Dr Frederick Findac...

Patient name: Mr. Alan Abbott DoB: 9 Dec 1965

Search Show selected Filters Reset table

**Vaccine history**

Date	Vaccine
22 Sep 2011	Tetanus
23 Feb 2006	Avaxim
31 Dec 2004	Comvax

**Observations**

Measurement	Value
Height	184 cm (17 Jan 2019)
Weight	100 kg (20 Nov 2020)
BMI (kg/m <sup>2</sup> )	25.7 (17 Jan 2019)
Blood pressure	130/90 (13 Jan 2012)

**Social history**

Social history summary:

Please review and select if social history is relevant to this referral

Include social history? ☐

**Family history**

Family history summary:

Mother: Alive  
Father: Deceased, Age 65, Myocardial infarction

FIGURE 22: Copied referral data

Answers in the Referral information section can determine which Speciality clinical form is included in the referral. Changes to these answers can change the Specialty clinical form in the copied referral. If you change the information in the Referral information section and a form change is required a warning will appear. See FIGURE 23.

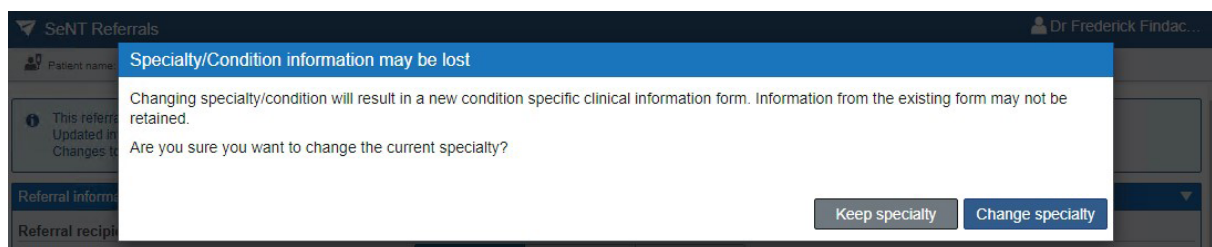


FIGURE 23: Changing specialty / condition

If you select keep specialty the form will remain the same. If you select Change specialty there are two possibilities:

1. The form will behave the same as when the copy was started and all existing answers will be kept.
2. Or, in some cases only some data in fields are able to be kept (FIGURE 24). Review the copied referral to ensure you replace any fields that may have been cleared during the form change.

FIGURE 24: Original reason for referral in new specialty

## 9.1 Actions on a referral copy

The referral copy is considered a new referral, meaning all actions available will only affect the copy and not the original. (FIGURE 25).



FIGURE 25: Referral actions on referral copy



## 10. Specialty clinical information

Conditions and specialties may have a section for **Specialty clinical information** (FIGURE 26). This section is triggered by the selection of the specialty and condition in the referral information section, see FIGURE 16.

The screenshot shows a web form titled 'Specialty clinical information'. It contains the following sections:

- Orthopaedic referral**
  - The following conditions are considered an Emergency
    - Cauda equina
    - Foot drop
    - Cervical myelopathy
    - Septic arthritis
    - Bone or joint infection
    - Suspected infection or sudden pain in arthroplasty
    - Back or neck pain secondary to neoplastic disease or infection
  - If the patient meets any of the above criteria, please send immediately to Emergency Dept
  - The following conditions are considered Urgent
    - Bone and soft tissue tumours
    - Sympathetic dystrophia
    - Fractures and ligamentous injuries
    - Avascular necrosis
    - Carpal tunnel syndrome with muscle wasting or associated with pregnancy
  - Does the patient have any Urgent conditions: Yes No
  - Reason for referral: [Text input field]
- Telehealth**
  - Patient suitability for a Telehealth appointment will be confirmed by the receiving health service

**FIGURE 26:** Specialty clinical information section. In this example this section appears as "Orthopaedics – Orthopaedic Surgery has been chosen in the Specialty and condition field.

The content of the section may change based on the chosen specialty and/or condition. Some specialties and conditions may not require condition specific clinical information, therefore the section will not appear."

After firstly searching for a **specialty and condition**, if you're unable to locate the condition you require, you can type the word 'general' and locate the associated specialty. It is important to ensure all search options are exhausted before using this 'general' option as general referrals will *not* contain the inbuilt condition specific referral templates.

**FIGURE 27:** Orthopaedics - Orthopaedic Surgery clinical information form showing condition specific information

The screenshot shows a more complete view of the 'Specialty clinical information' section. It includes the same emergency and urgent conditions as Figure 26, but also adds:

- Does the patient have any Urgent conditions:** Yes No
- Reason for referral:** [Text input field]
- Telehealth**
  - Patient suitability for a Telehealth appointment will be confirmed by the receiving health service
  - Is a Telehealth appointment appropriate for this patient: Yes No
- Indications for referral : Please select all that apply**
  - Affected area:
    - Hand & Wrist
    - Elbow
    - Hip & Knee
    - Ankle & Feet
    - General
- Standard clinical information**
  - Allergies/adverse reactions: [Text input field]

At the bottom, there are buttons for 'Submit referral', 'Park referral', 'Refresh content', 'Cancel referral', and a red button indicating 'Missing fields 3'. The footer shows 'Powered by BPAC CS © 2021'.

## Completing this section

The condition specific information section features minimum referral criteria. You can also record essential referral information, attach pathology and test results, and record imaging and reports.

# 11. Including supporting information in a referral

## 11.1 Clinical information

The standard clinical information accordion will contain clinical data that has been pre-populated from the clinical software including:

- Progress notes
- Current medications
- Recent investigations
- Allergies
- Medical history
- Immunisations
- Observations

To send clinical data with a referral tick the adjacent checkbox, see **FIGURE 28**. If no information is displayed for any clinical data, update the records in the clinical software and click **Refresh**.

**IMPORTANT NOTE:** Only data with a tick in the checkbox will be included in the referral.

**FIGURE 28:**

The standard clinical information accordion. Select information to send with the referral by clicking on the checkbox next to an item.

The screenshot shows the 'SeNT Referrals' form for patient 'Mr. Alan Abbott' (DOB: 9 Dec 1965). The 'Standard clinical information' section is expanded, showing four sub-sections:

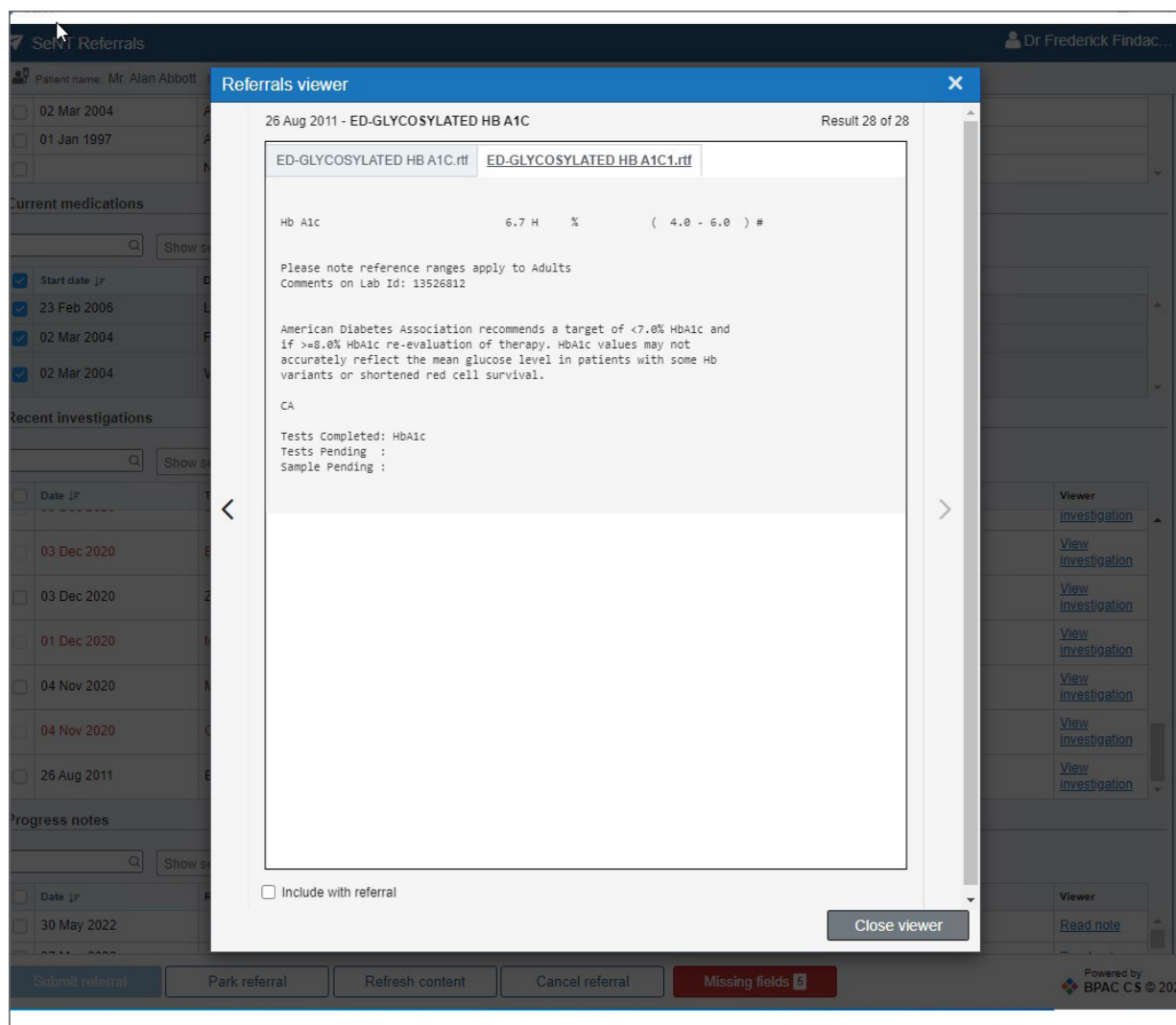
- Allergies/adverse reactions:** A table with columns 'Date identified', 'Substance', and 'Reaction'. Four items are listed, all with checkboxes selected.
- Warnings/other comments:** A text area containing 'On warfarin'. Below it, a checkbox 'Include warnings?' is selected.
- Medical history:** A table with columns 'Date', 'Condition', and 'Description'. Five items are listed, with the first one ('13 Oct 2011', 'Diabetes Mellitus, Type 2') selected.
- Current medications:** A table with columns 'Start date', 'Drug details', 'Dose', 'Strength', 'Frequency', and 'Indication'. One item is listed with its checkbox selected.

At the bottom of the form, there are buttons: 'Submit referral', 'Park referral', 'Refresh content', 'Cancel referral', and a red 'Missing fields' button. The footer indicates 'Powered by BPAC CS © 2022'.

## Viewing clinical information

To view recent investigations click **View investigation**. This will display the full item that is sent with the referral (**FIGURE 29**). To close the viewer click **Close viewer** or the Close icon in the title bar.

To view progress notes click **Read note**. This will display the full item that is sent with the referral (**FIGURE 29**). To close the viewer click **Close viewer** or the Close icon in the title bar.



**FIGURE 29:** Referral viewer opens when an investigation or note has been selected. If there are multiple files attached to the investigation or note clicking on the left or right arrows will navigate through the files.

The number of files will display in the top right corner just below the Close icon. The name of the file and date will display to the left of this.

Clicking 'Include with referral' checkbox will attach the file to be sent with the referral. You can unselect the checkbox at any time to remove the file from the referral.

To close the viewer, click **Close viewer** or the Close icon in the title bar.

**FIGURE 30:**

An example of other clinical data that has been pre-populated from the clinical software.

The screenshot shows the 'SeNT Referrals' form for a patient named Mr. Alan Abbott, DOB: 9 Dec 1965. The form is divided into several sections:

- Referrals:** A table with three entries: 22 Sep 2011 (Tetanus), 23 Feb 2006 (Avaxim), and 31 Dec 2004 (Comvax).
- Observations:** A table with four entries: Height (184 cm, 17 Jan 2019), Weight (100 kg, 20 Nov 2020), BMI (25.7, 17 Jan 2019), and Blood pressure (130/90, 13 Jan 2012).
- Social history:** A section with a 'Social history summary' text box and a checkbox 'Include social history?' which is currently unchecked.
- Family history:** A section with a 'Family history summary' text box containing details about the patient's mother (Alive), father (Deceased, Age 65, Myocardial infarction), and other details (Father - Ischaemic heart disease, Brother - Cancer of the colon). A checkbox 'Include family history?' is checked.
- Smoking status:** A section with a 'Smoking status' text box containing 'Never Smoked'.
- Alcohol consumption:** A section with an 'Alcohol consumption' text box containing 'Non-drinker'.

At the bottom of the form, there are buttons for 'Submit referral', 'Park referral', 'Refresh content', and 'Cancel referral'. A red button labeled 'Missing fields 5' is also present. The form is powered by BPAC CS © 2022.

## 11.2 Attachments

In the Attachments section (**FIGURE 31**), attach any reports, images, or other documentation that may be relevant to the referral from the clinical software or computer.

**Note** there is a 5MB per file attachment limit.

**FIGURE 31:**

Attachments section with options to upload from the clinical software or your computer.

The screenshot shows the 'Attachments' section of the 'SeNT Referrals' form. It includes a section titled 'Attach a file from' with two buttons: 'Clinical software' and 'Computer'. Below this, there is a text box for the attachment. The form also includes buttons for 'Submit referral', 'Park referral', 'Refresh content', and 'Cancel referral'. A red button labeled 'Missing fields 5' is also present. The form is powered by BPAC CS © 2022.

Allowed file types are:

- pdf
- png
- jpg
- txt
- tif
- docx
- gif
- jpeg
- rtf
- tiff
- html
- htm
- zip

**IMPORTANT NOTE:** Please note that PDF is the preferred attachment type

Successfully attached documents are listed in green in the attachments section. To remove an attachment from the referral click the 'x' beside the file name, see FIGURE 32.

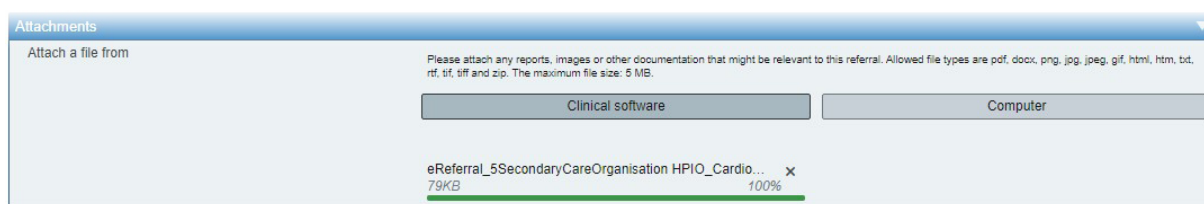


FIGURE 32: A successfully attached document

Attachment errors are displayed in red and are not included in the referral. Hover over the attachment name to view the error details, see FIGURE 33.

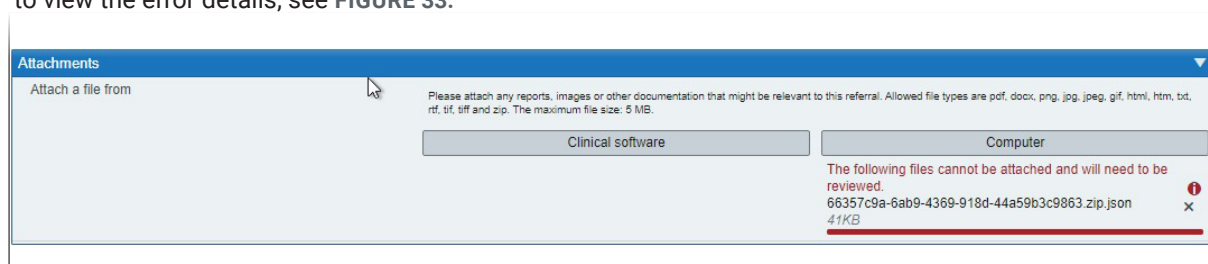


FIGURE 33: An attachment error

## 11.3 Recent investigations

To find a recent investigation start typing in the Search field relating to the Test name or message. As you type, options will appear in the parked referral table.

The referral filters section is closed by default. To open or close the filters section, click anywhere in the grey filters button. Multiple filters and search terms can be used at the same time to perform a more advanced search, see FIGURE 34.

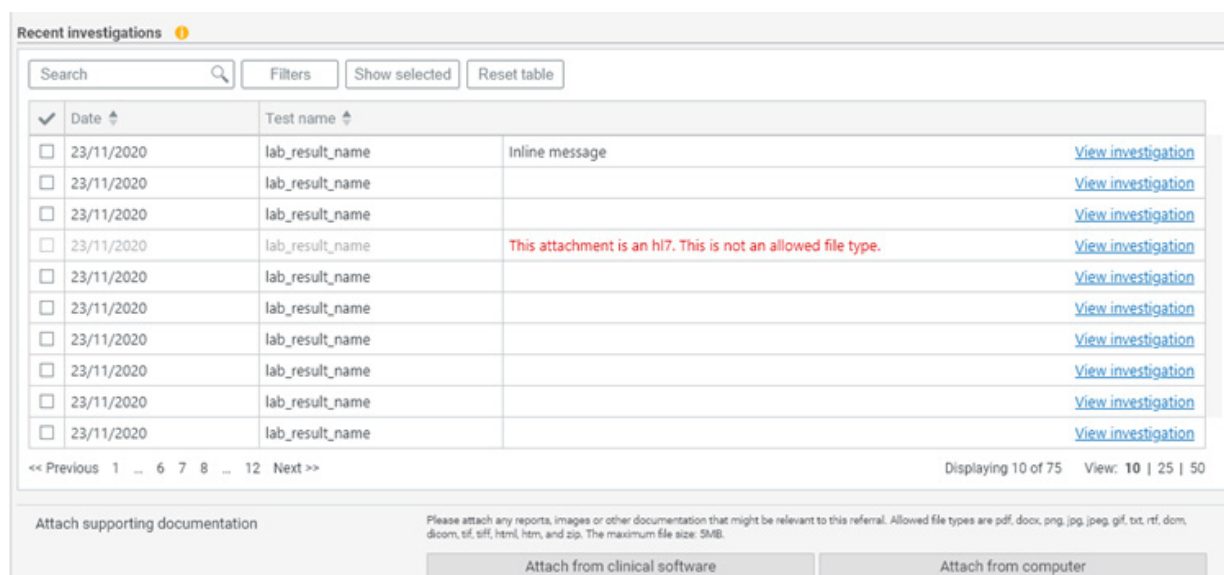


FIGURE 34: Recent investigations table

Selecting Show selected only show investigations that you have selected to be included in the referral.

Resetting the table removes any search, sort or filters you have applied. Investigations will display in the order that they were created. Newest referrals will be at the top of the table.

Selecting the checkbox in the table will add the investigation file to the referral and will be attached with the referral when it is submitted.

## 12. Referral control buttons

There are five buttons located in the footer that control the referral form, these are Submit referral, Park referral, Refresh content, Cancel referral, and Missing fields. See **FIGURE 35**.



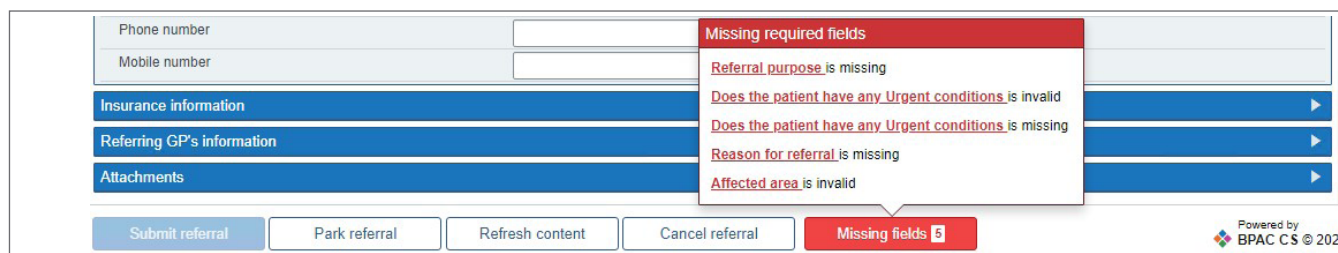
**FIGURE 35:** Referral control buttons

### 12.1 Missing fields

Missing fields shows a list of fields that are incomplete in the referral. A referral cannot be submitted until all of the missing fields have been completed. Click the red text to navigate to the missing field within the form. The Missing fields button disappears once all fields have been filed in and the referral can be submitted. (**FIGURE 35**).

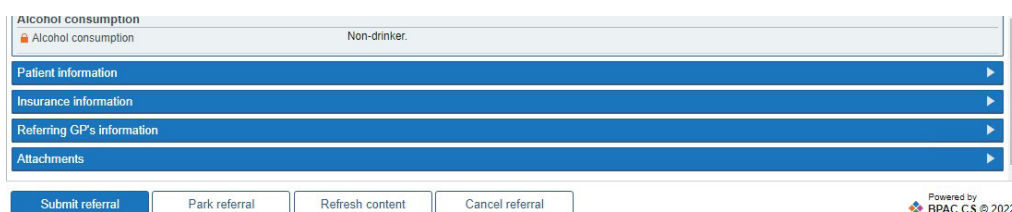
After clicking on a listed field in the popover such as 'Referral purpose' (**FIGURE 36**) you will be directed to the location of that field in the form. Any missing fields will be indicated by a red asterisk.

Once all mandatory information has been completed, the **Missing fields** button will disappear from the footer. (**FIGURE 37**)



**FIGURE 36:** Missing required fields

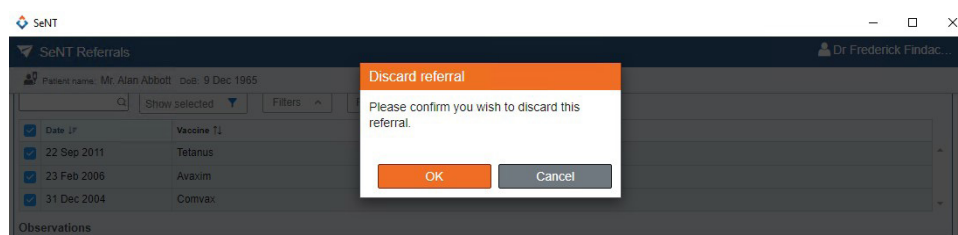
**FIGURE 37:** All mandatory information has been input. Form may be submitted at this point.



### 12.2 Cancel

Canceling a referral will discard all information entered. (**FIGURE 38**)


**FIGURE 38:** Prompt to confirm cancellation of referral.





## 12.3 Refresh

Refresh updates the SeNT Referral form with the most recent data from the clinical software. For example: if a blood pressure reading was added in the clinical software while SeNT Referrals is open, clicking **Refresh** will populate the referral form with the new blood pressure reading.

 Any information you have entered is retained when the SeNT Referrals form is refreshed.

## 12.4 Submit

Once you have completed the form, including all mandatory fields, the **Submit** button will be enabled. Clicking **Submit** opens a preview of the information that will be sent with the referral, see **FIGURE 39**. If you need to change any of the entered information, clicking the Edit button will return you to the editable referral form.

Clicking **Submit** will submit the referral to your chosen provider.

When a referral is submitted, a PDF copy is generated and written back into the clinical software.

**FIGURE 39:** Referral preview




The screenshot shows the 'SeNT Referrals' application interface. At the top, it says 'SeNT Referrals' and 'Dr Frederick Finda'. Below this is a 'Preview' section. The form is divided into two main parts: 'Referral information' and 'Referral details'. The 'Referral information' section includes fields for 'Referral recipient', 'Priority' (Routine), 'Specialty and condition' (Orthopaedics), 'Service' (Orthopaedic Surgery), 'Organisation and Site' (Echuca Regional Health, Echuca Regional Health, HPI-O: 8003627500042825, Business, Echuca Regional Health, Echuca Regional Health, Orthopaedic Surgery, 226 Service Street, Echuca, 3564, Work, P: 03 54855000), and 'Provider name' (General Provider). The 'Referral details' section includes fields for 'Referral date' (30 May 2022), 'Referral length' (12 months), 'Referral type' (New referral), and 'Referral purpose' (Establish a diagnosis, provide clinical assessment, or inform a treatment plan). At the bottom right, there are 'Submit' and 'Edit' buttons.

# 13. Integration with clinical software

## 13.1 Clinical software

### Extraction

SeNT Referrals extracts relevant patient information from the clinical software, this occurs when the application is opened. Extracted information is marked with a padlock icon  and can only be edited in the clinical software and not the referral form.

Edit the data in the clinical software and click **Refresh** in SeNT Referrals footer to extract the most recent data. All information entered on the referral will be retained when SeNT Referrals is refreshed.

### Writeback

When a referral is submitted, a PDF copy is generated and written back into the clinical software.

## 13.2 Viewing submitted referrals in clinical software

### Best Practice

The referral PDF is can be found in **Correspondence Out** (**FIGURE 40**). To view the referral:

1. Ensure the patient is open.
2. Click Correspondence Out.
3. Locate the referral in the list of correspondence, shown in **FIGURE 39**.

Double click the referral to view the details

**Mr. Alan Abbott**

Name: Alan Abbott D.O.B.: 30/06/1945 Age: 75 yrs Birth Sex: Male Family members: Mr. Alan Abbott

Address: 35 Yambine Road Landborough 4550 Phone: (07) 50505050 (m) 0427565232 (m) 07 50509999 Gender: Not Recorded Pronouns:

Medicare No: 4133180487-1-12/13 Record No: 101 Pension No: 123456789 Consent: On waitlist Alcohol: Tobacco: Ethnicity: Aboriginal/Torres Strait Islander

Occupation: Blood Group: Allergies / Adverse Drug Reactions: Reactions: Notifications: Fact Sheets Preventive Health Actions Reminders

Item Reaction Severity Type Due Reason

House dust mite Bronchospasm Severe Preventive health 08/09/2020 Influenza vaccination should be considered!

Typhoid Bacteraemia Severe Preventive health 08/09/2020 Vaccination against pneumococcus should be considered!

Aluminium Hydroxide Nausea Severe Preventive health 08/09/2020 Vaccination against shingles should be considered!

Preventive health 08/09/2020 A smoking history should be recorded!

Preventive health 08/09/2020 A dementia risk assessment should be considered!

Preventive health 08/09/2020 A Health Assessment should be considered!

Expand Collapse

Mr. Alan Abbott Today's notes Past visits Current Rx Past history Immunisations Investigation reports Correspondence In Correspondence Out

09/06/2004 Medical Certificate

23/02/2006 Dr. Andrew Aberton Specialist referral

14/02/2020 eReferral\_Educa Regional Health\_Acute Inpatient Services

14/02/2020 eReferral\_Cathura District Hospital\_Advanced Care Planning

14/02/2020 eReferral\_Educa Regional Health\_Acute Inpatient Services

14/02/2020 eReferral\_Educa Regional Health\_Acute Inpatient Services

17/02/2020 eReferral\_Bendigo Health\_Post Acute Care (PAC)

12/02/2020 eReferral\_Bendigo Health\_Outpatient Rehabilitation Service (

13/03/2020 Over 24h RTF Over 24h RTF

13/03/2020 Over 24h RTF Over 24h RTF

28/05/2020 eReferral\_Bendigo Health\_Orthopaedics

Past prescriptions Observations Family/Social history Clinical Images Enhanced Primary Care

Currently logged in: Dr Frederick Find (Main surgery) Tuesday 08/09/2020 01:47:37 PM

SeNT referral Mr. Alan Abbott (30 Jun 1945) - Orthopaedics Dr Frederick Find; Main surgery

Referral information

Referral date 28 Aug 2020

Priority Urgent

Referral length 3 months

Provider Bendigo Health - Specialist Clinics Bendigo Health - Orthopaedic Surgery - Orthopaedics

Specialist's name Mr Arvind Jain

HPI-I

Organisation details Business Bendigo Health Specialist Clinics Bendigo Health Orthopaedic Surgery Bamard St Bendigo 3550

FIGURE 40: SeNT Referral in Best Practice Correspondence Out

## Medical Director

The referral PDF is can be found in Letters (FIGURE 41). To view the referral:

1. Ensure the patient is open.
2. Click **Letters**.
3. Locate the referral in the list of letters.

Click the referral to view a preview below the list, double click the referral to open it in a new window.

MedicalDirector Clinical 3.18a - [Mr David Anderson (85yrs 8mths)]

File Patient Edit Summaries Tools Clinical Correspondence Assessment Resources Sidebar MyHealthRecord Window Help

Mr David ANDERSON (85yrs 8mths) DOB: 04/01/1935 Gender: Male Occupation: Retired

61 Wallace Street, Bundaberg Qld 4670

Record No: 403 123 456H Ethnicity: Neither Aboriginal nor Torres Strait Islander

ATSI: Neither Aboriginal nor Torres Strait Islander

Penion No: 403 123 456H IHI No:

Smoking Hx: 5 Daily

Warnings: Sulfonamides (ENDOCRINE)

MyHealthRecord Recalls

Summary Current Rx Progress Past history Results Letters Documents Old scripts Imm. Correspondence MDExchange HealthLink

Preview - Full Hide Preview Clear Filters Move Location Document Details Send SMS Scan Import Print Add Delete Search Clear Search Refresh Send To MyHealthRecord Remove From MyHealthRecord

3 of 9 Records

Date Created	Subject	Recipient/Doctor	Description
13/03/2020	eReferral_Bendigo Community Health Services_Drug and Alcohol	SeNT referral	
24/02/2020	eReferral_Educa Regional Health_Acute Inpatient Services	SeNT referral	
24/02/2020	eReferral_4SecondaryCareOrganisation_411Specialty	GP Smart Referral	
24/02/2020	eReferral_4SecondaryCareOrganisation_411Specialty	GP Smart Referral	
25/02/2019	eReferral_Sunshine Coast Hospital and Health Service_Breast surgery	GP Smart Referral	
22/02/2019	eReferral_Sunshine Coast Hospital and Health Service_Breast surgery	GP Smart Referral	
22/02/2019	eReferral_Sunshine Coast Hospital and Health Service_Diabetes and En...	Dr A Practitioner	
22/02/2019	Referral Form: Healthy Sleep Solutions P/L	Dr A Practitioner	Referral to Sleep Study
22/02/2019	Moving Practice Location	Dr A Practitioner	Mail Merge

Zoom Page Width Open Externally Page 1 of 3

SeNT referral Mr David ANDERSON (84 Jan 1935) - Drug and Alcohol

Referral information

Referral date 13 Mar 2020

Priority Routine

Referral length 12 months

Provider Bendigo Community Health Services - Kangaroo Flat - Alcohol and Drug Counselling Forensic - Drug and Alcohol General Provider

Specialist's name

HPI-I

Organisation details Business Bendigo Community Health Services Kangaroo Flat 15 Hesse Ave Drug Counselling Forensic Kangaroo Flat 3550 Work P 50430000

Reason for referral

Feedback & comment

Feedback requested Yes

Date content commented to referral 13 Mar 2020

Comment Yes

Progress notes

Other notes

Warnings

Current medications

No current medications on record

Adverse/adverse reactions

Date Identified	Substance	Reaction
27 Feb 2019	Sulfonamides (ENDOCRINE)	

Past medical history

Immunisations

Medical Certificate Letter Template #2 Letter Template #3 Custom #1 Custom #2

Dr John Patterson MD Sample Data - DESKTOP-SNGTKAR\HCNSQ Tuesday, 8 September 2020 1:55:25 PM

FIGURE 41: SeNT Referral in Medical Director Letters

## Support information

BPAC Clinical Solutions

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**FREEPHONE 1-800 247 544**

(SeNT Customers in Victoria and New South Wales)



[www.bpacsolutions.com.au](http://www.bpacsolutions.com.au)