



SENT E-REFERRALS

November 2023

Statewide referral criteria for specialist clinics

To improve access to specialist clinics in public hospitals and the quality and appropriateness of referrals, the Victorian Department of Health has developed statewide referral criteria.

The criteria provide guidance to referring GPs and clinicians on when a referral to a public specialist clinic is required and what information is needed, such as investigations required to support triage.

What if I do not use or follow the SRC?

If you do not meet the criteria or miss including the necessary investigations, you will likely have to resubmit the referral again. If this happens, referrers will receive a letter from the receiving health service stating why the referral has been declined.

Where can I find out more about the SRC?

GPs and other referring clinicians are encouraged to check the updated statewide referral criteria through the [Murray HealthPathways](#).

Referrers can use e-Referral programs that incorporate the statewide referral criteria. More information, including a full list of revised criteria can be accessed on the dedicated website: <https://src.health.vic.gov.au/>

What is SeNT e-Referral and does it incorporate statewide referral criteria?

SeNT, or the Secure e-Referral Network Transfer project, is an electronic referral service. It is designed to integrate with existing clinical software. Murray PHN supports the cost of licence installation, education, training and ongoing support for local general practices.

Sent e-Referral:

- is a structured electronic template based on the state-wide referral criteria, which strengthens referrals to specialised services in public hospitals and improves access to non-admitted services.
- is three times less likely to be sent back to general practitioners for additional information or to be classified as not appropriate for care when compared to traditional referral methods.
- allows general practitioners to send safe and secure electronic referrals to registered public specialist clinics, and in the future, to other receiving departments, including allied health and radiology. Although the Privacy Act does not prescribe the method of communication a healthcare organisation uses to pass on health information to third parties, it does require that you take reasonable steps to protect the information and the patient's privacy (See [RACGP Guidelines for General Practice](#) for more details).

Where is SeNT e-Referral operating?



SeNT e-Referral, is up and running in the Bendigo, Mildura, Swan Hill, and the Goulburn Valley regions. Currently, more than 1300 secure and immediate e-Referrals are made each month to specialist clinics. Being part of the SeNT system allows practices to make e-Referrals all receiving hospitals registered in the Murray PHN catchment.

How to register for SeNT e-Referral

- **North East:** Preliminary discussions are underway with health services in the region. If your practice currently refers to Goulburn Valley Health, contact Murray PHN's Digital Health Team to discuss your eligibility.
- **Goulburn Valley:** Contact your local quality improvement consultant or a member of the digital health team to discuss further, or register now: <https://bit.ly/SeNTRegister>
- **North West and Central Victoria:** Contact Ben Singleton, Application Support Specialist at Bendigo Health, call 03 5454 8470 or email: bsingleton@bendigohealth.org.au

For more information or support.

To learn more about e-Referral, [click here](#). You can also visit Murray PHN's digital health [webpage](#) to see some of the key digital health technologies that may benefit your practice.

For anything else, contact your Quality Improvement Consultant or the Murray PHN digital health team at: digitalhealth@murrayphn.org.au.