

WHAT'S NEW IN EREFERRALS: MARCH 2024

SeNTReferrals**What's new this month?**

- *SeNT expands to North East Health Wangaratta Region*
- *Practice Matters with SeNT links to the Victorian Statewide Referral Criteria.*
- *Using SeNT to refer patients directly to the Life! Program*
- *The copy function - what does it do to make my referrals easier?*

eReferral is growing

Pleasingly, the local eReferral footprint continues to expand. GPs in the North East Health Wangaratta region are now being invited to register for seNT eReferral, and allied health referrals to Goulburn Valley Health will be available in the near future.

How to join SeNT eReferral

If your practice would like to start using SeNT eReferral, see below for details on how you can join:

- **North East Victoria** - including Benalla, Wangaratta and Albury/Wodonga. To be a part of the stage one rollout in the **North East Health Wangaratta** region contact your local Quality Improvement Consultant or the Digital Health team directly. Or to register immediately, [click here](#).
- **Goulburn Valley** - including Shepperton, Seymour and Cobram. [Click here](#) for registration form.
- **North West and Central Victoria** - including Mildura, Swan Hill, Bendigo and Echuca. Contact Suellen Pepperell at Bendigo Health, e: smpepperell@bendigohealth.org.au

If you are not sure which region you are in, [click here](#) to see a map. Or if you have any questions, contact your local Murray PHN digital health or general practice contact.

If you need support

If you have new or existing staff and would like to organise training, contact Ella from BPAC's training team, via the BPAC help desk: 1800 247 544. If your practice would like to know more about SeNT eReferral or if you have suggestions on what should be included in future SeNT updates, contact Murray PHN's digital health team e: digitalhealth@murrayphn.org.au

Other updates:**Statewide referral criteria**

To support general practice clinics, Murray PHN Quality Improvement Consultants regularly develop 'Practice Matters' resources to share key information and links on important topics.

A Practice Matters is now available on Victorian Statewide Referral Criteria. It highlights SeNT eReferral, which fulfills the state government's criteria for specialist clinic requirements.

To access, visit: murrayphn.org.au/practicematters

Referring to Life!

SeNT can continue to be used to refer patients directly to Life!, which is a free healthy lifestyle program coordinated by Diabetes Victoria.

Life! now accepting SeNT referrals.



The Life! program is a free healthy lifestyle program coordinated by Diabetes Victoria, which helps patients to reduce their risk of type 2 diabetes, heart disease and stroke.

The Life! Program assists your patients to improve their eating habits, increase their physical activity and manage their stress. Participants can choose from a group course or the Telephone Health Coaching service.

Financial incentives of up to \$45 (plus GST) are available for screening and referral of eligible patients into the program.

Eligibility

To be eligible, the patient must have one or more of the following:

- AUSTRISK score ≥ 12 and BMI score ≥ 25 kg/m² (can assess eligibility through MBS items 701-707)
AUSTRISK score ≥ 12 and BMI ≥ 23 kg/m² (if participant self-identifies as being of Asian background) *
- Absolute Cardiovascular Disease Risk Assessment score $\geq 10\%$ (can assess eligibility through MBS items 699)
- Have one of the listed pre-existing conditions:
 - cardiovascular disease
 - chronic kidney disease (stage 3b or more)
 - gestational diabetes
 - pre-diabetes (IGT or IFG)
 - polycystic ovarian syndrome
 - familial hypercholesterolaemia
 - serum total cholesterol >7.5 mmol/ and systolic blood pressure >180 mmHg or diastolic blood pressure >110 mmHg.

Further information is available on the SeNT [Life! referral form](#) or on their [website](#).

Referral

Practices who are set up to use SeNT can find Life! by searching for it in the 'Specialty and Condition' field, ensuring that 'Diabetes Victoria' is the organisation, for example:

Services

- Life! Program - Lifestyle Modification Program – Diabetes Victoria
- Life! Program - cardiovascular disease (CVD) Prevention – Diabetes Victoria
- Life! Program - Healthy Lifestyle Program – Diabetes Victoria
- Life! Program - Diabetes Prevention – Diabetes Victoria

For questions or to sign up to the Financial Incentive Agreement, email Life! program's Primary Care Engagement Lead [Chelsea Arceri](#) or visit the [Life! website](#).

What you can use the copy function for

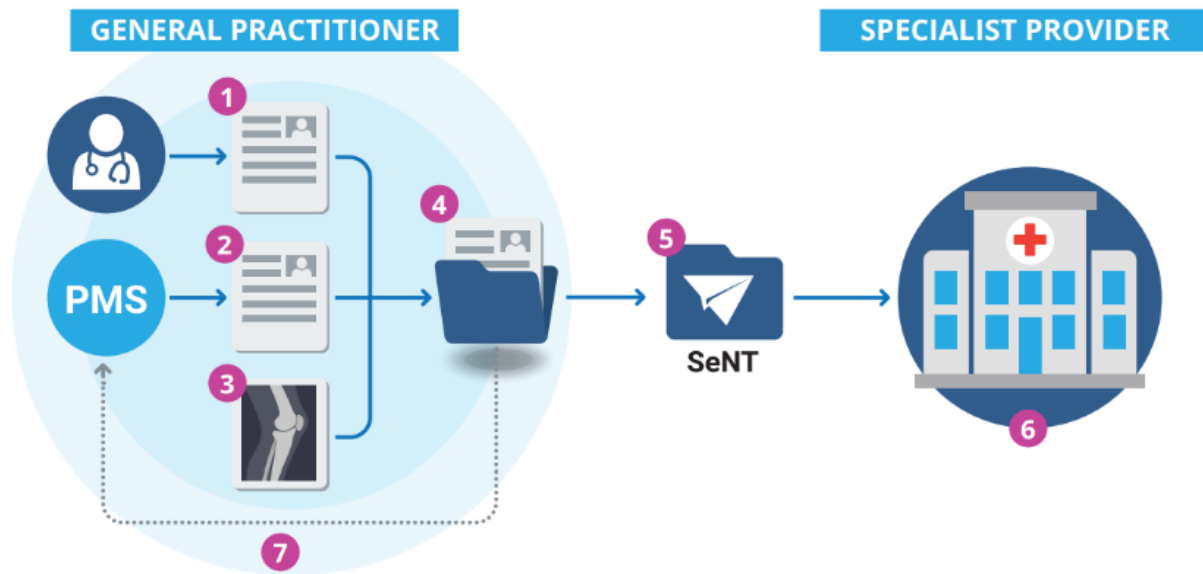


FIGURE 1: The SeNT Referral process. **1** Clinician selects a specialist provider and inputs patient specific details on the referral form. **2** Form is auto-populated with standard information about the patient and referrer from the Patient Management System (PMS). Clinician can also include additional 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.

Using the copy function in SeNT

The "Copy" button allows you to quickly duplicate a previously sent referral, saving valuable time and reducing the need for repetitive data entry. This function is particularly useful for similar patient conditions or when referring to the same specialist, ensuring your focus remains on patient care rather than administrative tasks.

With the ability to edit and update details of the copied referral, you can easily add specific information that is tailored to each patient's needs, while maintaining the integrity and accuracy of referral information.

Enhanced workflow

Adopting this function can help to promote a smoother, more efficient workflow. 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 the new referral.

The screenshot shows the 'SeNT Referrals' form for a patient named Mr. Alan Abbott (DOB: 9 Dec 1965). A notification at the top states: '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** (selected), 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

Referral details

- Referral date: 30 May 2022
- Referral length: **12 months** (selected), Indefinite
- Referral type: **New referral** (selected), 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** (selected), No
- Are you the patient's usual GP? **Yes** (selected), No

Standard clinical information and Patient information sections are partially visible at the bottom.

Note that 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.

The screenshot shows the 'SeNT Referrals' form for the same patient. It displays a table of vaccine history, observations, and social history information.

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

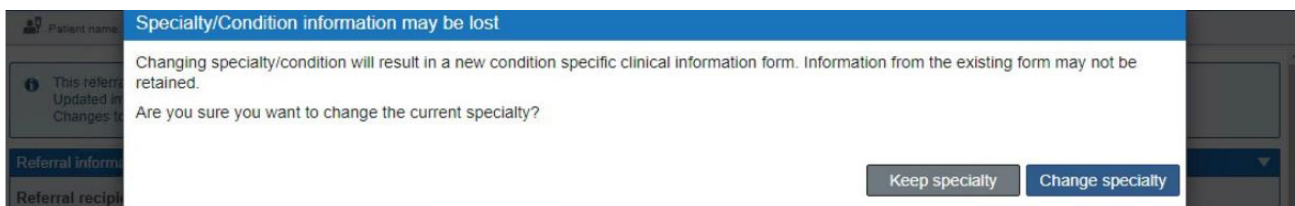
Observations

- Height: 184 cm (17 Jan 2019)
- Weight: 100 kg (20 Nov 2020)
- BMI (kg/m²): 25.7 (17 Jan 2019)
- Blood pressure: 130/90 (13 Jan 2012)

Social history

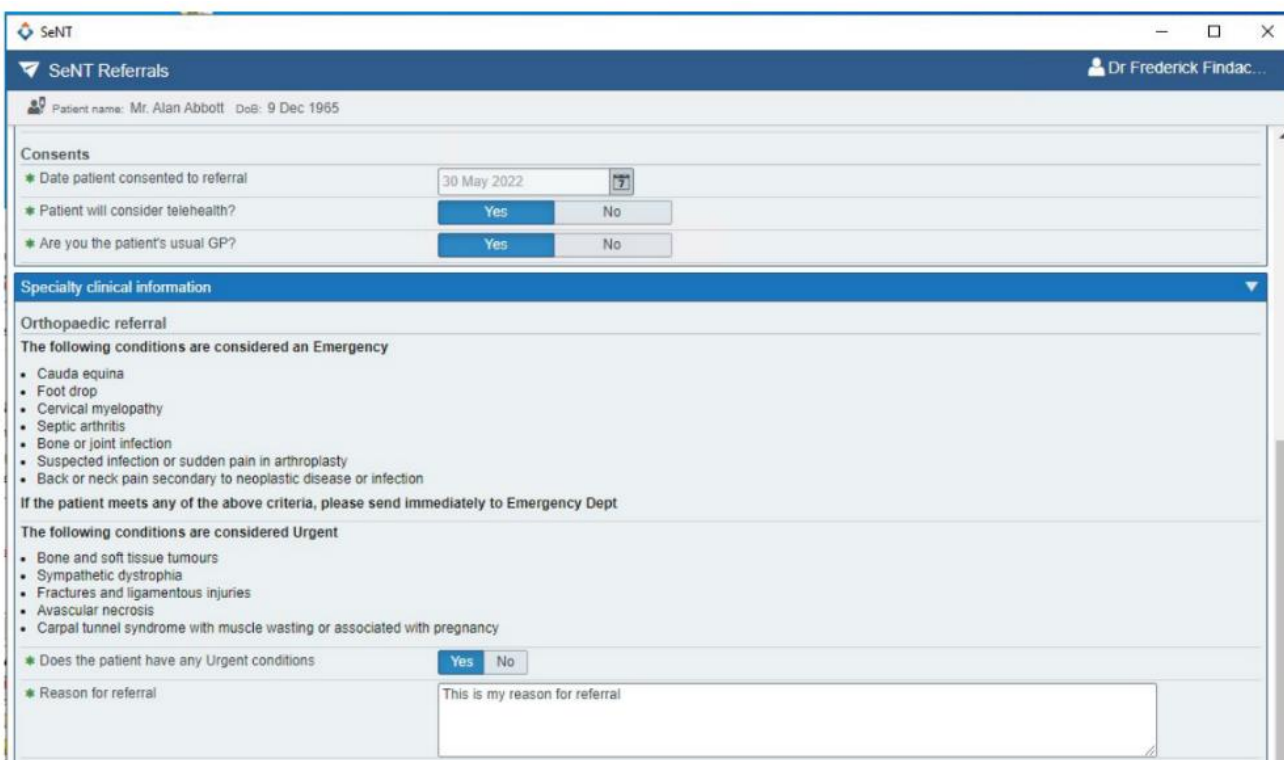
- Social history summary: [Empty text box]
- Please review and select if social history is relevant to this referral
- Include social history?

Answers in the Referral information section can determine which Speciality clinical form is included. 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.



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

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



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.



For more support with the copy function Contact Ella in BPAC's training team: 1800 247 544.

Resources

[SeNT Referrals User Manual V2.0 June 2022](#)

[SeNT helpdesk poster](#)

