



MINIMUM STANDARDS FOR SPECIALIST REFERRAL ACCEPTANCE

What are the statewide referral criteria (SRC) and why have they been developed? The Victorian Department of Health has developed statewide referral criteria to assist GPs and clinicians referring patients to specialist clinics. The aim is to improve access to specialist clinics in public hospitals by improving the quality and appropriateness of referrals while improving patients' specialist outpatient experience. The SRC provide guidance to referring clinicians to know when a referral to a public specialist clinic is required and what information is required including investigations required to support triage.

What happens if I do not use or follow the SRC?

You will need to submit the entire referral again. A referral that does not meet the criteria, either because it does not meet the requirements for referral or there is essential information missing (including investigations), will be returned to the referrer. Referrers should receive a letter from the health service clearly 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 PHN Health Pathways](#)
- Referrers can use eReferral programs that incorporate the SRC
- A full list of revised criteria can be accessed at src.health.vic.gov.au

What is SeNT e Referral and does it incorporate SRC?

- SeNT, or Secure eReferral Network Transfer project, is an electronic referrals service, designed to integrate fully with existing clinical software with PHN supporting the cost of licence installation, education, training, and ongoing support.
- SeNT eReferral is a structured electronic template based on the statewide referral criteria, which strengthen referrals to specialised services in public hospitals and improves access to non-admitted services.
- SeNT eReferrals are three times *less* likely to be sent back to general practitioners for additional information or classified as not appropriate for care compared to traditional referral methods.
- SeNT eReferral 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 must take reasonable steps to protect the information and the patient's privacy.* - RACGP Guidelines for General Practice

Where is SeNT eReferrals operating?

SeNT eReferral is up and running in the Bendigo, Mildura, Swan Hill and Goulburn Valley regions, with more 1300 secure and immediate eReferrals made each month to specialist clinics. Being part of the SeNT system allows practices to access receiving hospitals registered in the Murray PHN catchment.

Is my clinic eligible to register for SeNT eReferral and how can I get started?

See below for how to get your practice onboard or contact your local Quality Improvement Consultant.

Firstly, if you're not sure which Murray PHN sub-region you are in, click this link <https://bit.ly/PHN-Regions> to find out.

Then depending on which region you are in you can:

North East Victoria and Goulburn Valley regions

Contact Murray PHN's digital health team to discuss your early eligibility and sign up. Alternatively, register via this link: <https://bit.ly/SeNTRegister>

North West and Central Victoria regions

Contact Suellen Pepperell, Senior eHealth Business Analyst | Architecture & Applications | Loddon Mallee Shared Services Bendigo Health, e: smpepperell@bendigohealth.org.au



For support

Visit Murray PHN's digital health [web page](#) to view key digital health technologies, that may benefit your practice. Alternatively, speak with your Quality Improvement Consultant or the digital health team, e: digitalhealth@murrayphn.org.au