SeNT REFERRALS: A GUIDE FOR GPs

phn MURRAY
An Australian Government Initiative

SeNT allows GPs to send referrals securely and efficiently to public health services. Funded by Murray PHN, it is the preferred method for sending referrals to all major hospitals in the Murray PHN region.



What is SeNT?

SeNT (Secure eReferral Network) is an electronic referral system that allows GPs to send referrals securely and efficiently to public health services. It integrates with clinical software and ensures timely communication between providers. SeNT is funded by Murray PHN and is the preferred method for sending referrals to all major hospitals in the Murray PHN region including Albury Wodonga Health, Bendigo Health, GV Health, Mildura Base Public Hospital, Northeast Health Wangaratta and Swan Hill District Health.

Benefits of SeNT

- Streamlined referral process
- Secure transmission of patient information
- Reduced administrative burden
- Templates align to Victorian statewide referral criteria
- Improved tracking and audit of referrals
- Faster communication with specialists
- Instant acknowledgement of referrals straight back to the GP's inbox

How to access SeNT

- Available through the GP's clinical software - both Best Practice and Medical Director
- Requires installation of SeNT via Murray PHN
- Contact Murray PHN for setup and training support or complete the following form: Practice registration – BPAC Clinical Solutions

Key steps for sending a referral

1. Open patient record in your clinical software
2. Click SeNT referral option via the SeNT icon 
3. Select correct service/specialty and the provider closest to where a patient resides (e.g. referrals to GV Health are for patients who live in the Greater Shepparton area)
4. Complete referral form with clinical details
5. Attach relevant documents (e.g. pathology, imaging)
6. Complete all mandatory fields and submit
7. Send securely to the chosen service
8. Receive instant acknowledgment notification and track referral status

Resources and support

- Contact Murray PHN's Digital Health team for technical support via email digitalhealth@murrayphn.org.au or visit Murray PHN's eReferral webpage
- Visit Murray HealthPathways for referral criteria
- Access RACGP resources on electronic referrals
- SeNT Helpdesk: 1800 247 544 or website

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