

There is an easier way for you to refer to the SNHN Mental Health Triage

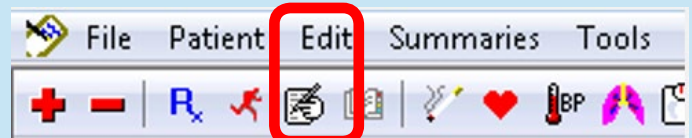
“Healthlink makes the referral process **quicker** and **easier** and I would not hesitate to recommend this to anybody who is interested. It is a faster process than fax and definitely improves efficiency.”

Napoleon Chiu - General Practitioner, Neutral Bay

- ▶ Your software will tell you if Mental Health Triage has received your referral - no need to call.
- ▶ Improved patient privacy, consistent with data privacy principles.
- ▶ Keeps track of referrals completed for a patient per financial year.
- ▶ Paperless
- ▶ Reduced paper correspondence to be managed.
- ▶ Reduced costs.

Sending an eReferral to Mental Health Triage via MedicalDirector

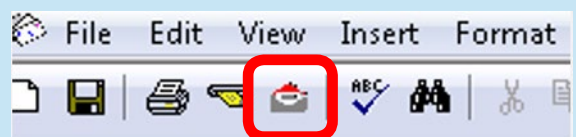
1. Select a patient and open **Letter Writer (F8)**



2. Select **File > New** and select the template SNPHN Mental Health Triage Referral and follow the prompts to complete the form



3. Click the **MD Exchange** icon




4. Select the Mental Health Triage address entry and **Send**

If you do not have Mental Health Triage saved as a contact, follow the steps below.

5. A Mental Health Care Plan must be attached to the referral. **Open** the completed **Mental Health Care Plan** and send by completing **steps 3 and 4** again.

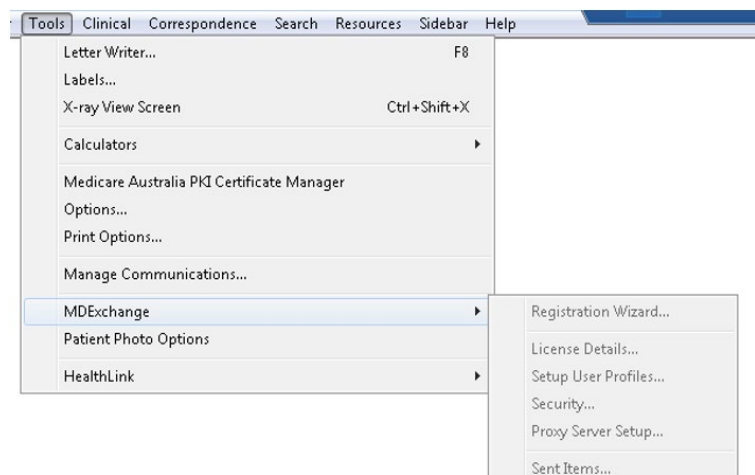
Adding Mental Health Triage as a contact in Medical Director

1. Open Medical Director **Address Book** (Cntrl+K) 
2. Select **New Entry** or modify an existing entry for Mental Health Triage
3. Fill out the contact name and details
4. Enter 'mhtriage' as the **HealthLink EDI**
5. **Save**

Checking for acknowledgements

1. Select **Tools > MD Exchange > Sent Items**

Please note that Medical Director sends and receives messages every 20 minutes.



2. Set your search criteria by clicking on the relevant filters - e.g. all recipients, all practitioners etc
3. Check the status of each message to ensure it has been successfully 'Accepted' or 'Read' by the recipient



The screenshot shows the 'MDExchange Outbox' window with a table of messages. The table has columns for 'To', 'From', 'Patient', 'Subject', 'Sent', and 'Status'. The 'Status' column contains the following values: 'Read', 'Accepted', 'Accepted', 'Accepted', and 'Sent'. A red circle highlights the 'Status' column, and a mouse cursor is pointing at the 'Accepted' status of the fourth message.

To	From	Patient	Subject	Sent	Status
Train IT Medical	Dr Katrina Otto	Ms Jennifer Andrews	Ms Jennifer Andrews	08/12/2009 1:56 PM	Read
Dr Elizabeth Mackenzie	Dr Katrina Otto	Ms Jennifer Andrews	Ms Jennifer Andrews	20/04/2010 8:30 PM	Accepted
Dr Louise Norrie	Dr Katrina Otto	Ms Jennifer Andrews	Ms Jennifer Andrews	20/04/2010 8:30 PM	Accepted
Prof Stewart Einfeld	Dr Katrina Otto	Ms Jennifer Andrews	Ms Jennifer Andrews	20/04/2010 8:30 PM	Accepted
Train IT Medical	Dr Katrina Otto	Ms Jennifer Andrews	Ms Jennifer Andrews	20/04/2010 8:30 PM	Sent