



# How to use the Service Directory and send eReferrals and other Documents securely

User Guide

2010

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## Using this guide



Links to related topics are used extensively throughout this document. To get the most out of this help, it is therefore recommended that it is accessed by opening the PDF document and reading it on the screen.

This **How to use the Service Directory and send eReferrals** User Guide has been developed to assist health professionals and community workers use the **Connectingcare** web-based directory and secure e-referral and messaging system.

The guide is based on our experience of working with **Agencies** to use e-referral and secure messaging as a tool for achieving better access for **Services** for their consumers.

The e-referral and secure messaging process has been divided into the following eight easy steps.

- *Getting started* - using the health and community services directory
- *Searching for an Agency and Service within a catchment* - by keyword, search category or agency
- *Selecting a Service* - identifying the service you wish to refer to
- *Logging into Connectingcare* - using your username and password or creating a username and password
- *Sending a referral* - using the online SCTT
- *Sending an eReferral or Secure Message* - using an attachment from your in-house system
- *Acknowledgement and Referral Statistics/Tracking*
- *Adding Services to your Favourites list*
- *Editing your user details.*

## Step 1 - Getting Started

### Step 1 - Getting Started

Making a referral for your consumer starts with searching for a **Service** using one of the following three **Connectingcare Search** functions:

- *Quick Search* – using **Keywords** or **Services** as search criteria
- *Advanced Search* – using **Keywords** or **Services** as well as postcodes as search criteria
- *Clickable Maps/Catchment Search* – using maps to restrict searching to specific catchments.

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### Quick Search



The **Quick Search** option is recommended for searching for a state-wide **Service** or as a quick way to find a specific **Agency/Service** when you know the name.

To use the **Quick Search** option:

1. Open the **Connectingcare** homepage:  
[www.connectingcare.com](http://www.connectingcare.com).
2. Enter a **Keyword** or **Service** in the **Search** field.
3. Click the **Search** button .

My Favourites

Currently logged in as **simonew2**  
[Logout](#)

First Time User

WHAT'S NEW?  
[IMPORTANT: Site Upgrade on Monday 30th August](#)  
[Connectingcare Strategic Group Newsletter #2](#)  
[More >](#)

Regional  
PCP | DHS | LGA

Metropolitan  
PCP | DHS | LGA

After entering a **Keyword** or **Service** (e.g. mental health) and clicking the **Search** button , the search results will be

## Step 1 - Getting Started

displayed alphabetically by **Agency Site** with **Services** listed under each **Site**.

Results: **58 matches** (grouped by provider) Focus: **Bendigo Loddon Primary Care Partnership** Search text: **mental health**

- [Bendigo Community Health Services - Eaglehawk](#)**  
[Men's Health Clinic](#)
- [Bendigo Community Health Services - Kangaroo Flat](#)**  
[Early Intervention Program](#)
- [Bendigo Health - Bendigo campuses and regional services](#)**  
[Carer Support & Commonwealth Carer Respite Centre](#) ✕ [Chaplaincy Services](#) ✕ [Golden Oaks Complex - Carshalton House Hostel](#) ✕ [Golden Oaks Nursing home](#) ✕ [Group Psychological Services - Bendigo](#) ✕ [Joan Pinder Nursing Home - Bendigo](#) ✕ [Simpkin House - secure high care residential facility](#) ✕ [Speech Pathology](#) ✕ [Stella Anderson Nursing Home](#)
- [Bendigo Health - Community and Regional Psychiatric Services, Bendigo](#)**  
[Adult Mental Health Service \[AMHS\]](#) ✕ [Aged Persons Mental Health Service \[APMHS\]](#) ✕ [Aged Persons Mental Health Service Inpatient Unit - Marjorie Phillip Unit \[MPU\]](#) ✕ [Alexander Bayne Centre \[ABC\] - Adult Acute Psychiatric Inpatient Unit](#) ✕ [Centre for Rural Mental Health \[CRMH\]](#) ✕ [Child & Adolescent Mental Health Service \[CAMHS\]](#) ✕ [Depression & Anxiety Research Team \[DART\]](#) ✕ [Eating Disorders Service \[EDS\]](#) ✕ [Loddon Mallee Dual Diagnosis Service \[LMDD\]](#) ✕ [Mental Health Resource Centre - 8 Olinda St](#) ✕ [Primary Mental Health \[PMH\]](#) ✕ [Psychiatric Crisis Assessment & Treatment Team \[PCATT\]](#) ✕ [Psychiatric Regional Triage Service \[24 hour Telephone Triage\]](#) ✕ [Vahland House \(Adult in-patient psychiatric Secure Extended Care & Community Care Unit\)](#)
- [Boort District Health](#)**  
[Social Work / Counselling](#)
- [Cenacare Diocese of Sandhurst - Bendigo](#)**  
[Conciliation Service](#)

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## Advanced Search

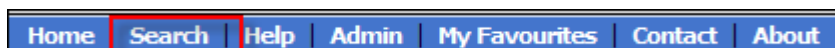


For best **Search** results, type 1-3 distinct **Keywords**, e.g. mental health. If you don't get the results you want, reduce the number of **Keywords** in the **Search** box, e.g. respite.

The **Advanced Search** option allows you to enter a postcode to restrict your results to a particular area.

To use the **Advanced Search** option:

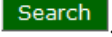
1. Open the **Connectingcare** homepage  
[www.connectingcare.com](http://www.connectingcare.com).
2. Click **Search** on the navigation menu.



This will open a different page with extra search options.

## Step 1 - Getting Started

postcode (will limit search to providers located in your LGA)  
 tick to include providers who service your area but maybe located outside your catchment  
Search: LGA  Entire State

3. Enter a **Keyword** in the first field. This is a mandatory field.
4. Enter a **Postcode** to limit the search to providers located in a particular area.
5. Check the box if you wish to include providers who service the postcode area but may be located outside your catchment.
6. If you have entered a **Postcode**, the **LGA** radio button will be automatically enabled. **Select the Entire State** radio button to clear the **Postcode** field.
7. Click the **Search** button .

The search results will be displayed alphabetically by **Agency Site** with **Services** listed under each **Site**.

postcode (will limit search to providers located in your LGA)  
 tick to include providers who service your area but maybe located outside your catchment  
Search: LGA  Entire State

**Search Tips**  
For best search results, type 1 to 3 distinct keywords, such as "mental health". If you don't get the results you want, reduce the number of keywords in the search box, e.g. "respite".

Results: **51 matches** (grouped by provider) Focus: **Melbourne (C)** Search text: **mental health**

1. [Alan Rabinov Day Centre](#)  
Mental health continuing care
2. [Central Prahran Surgery](#)  
Mental health continuing care
3. [City of Melbourne](#)  
Health Education & Promotion
4. [Crisis Support Services Inc.](#)  
Care Ring, Your Crisis Line ✕ Men's Line Australia 1300 789 978
5. [Doutta Galla Community Health Service - Kensington](#)  
Counselling ✕ Medical Service

## Clickable Maps and Catchment Search



Search by **DHS** region if you wish to undertake a broad search for services, such as the number of Diabetes Nurse Educators working in a region.

Select **PCP** or **LGA** if your search is more specific to an area such as Aged Care Programs.

## Step 1 - Getting Started

The clickable map on the **Connectingcare** home page allows users to restrict their searching to specific catchments.

The screenshot shows the Connectingcare website interface. At the top, there is a navigation bar with links for Home, Search, Help, Admin, My Favourites, Contact, and About. The main content area features a large map of Victoria, Australia, divided into various catchment areas, each color-coded and labeled. The map is framed by a red border. To the left of the map, there is a sidebar with a 'My Favourites' button, a login status 'Currently logged in as simonew2 Logout', a search box, and a 'First Time User' button. To the right of the map, there is a 'WHAT'S NEW?' section with a link to 'IMPORTANT: Site Upgrade on Monday 30th August' and 'Connectingcare Strategic Group Newsletter #2'. Below the map, there are two columns of text: 'Regional PCP | DHS | LGA' and 'Metropolitan PCP | DHS | LGA'.

There are six different map views to select from:

- *Regional - PCP* (the default view)
- *Regional - DHS*
- *Regional - LGA*
- *Metropolitan - PCP*
- *Metropolitan - DHS*
- *Metropolitan - LGA.*

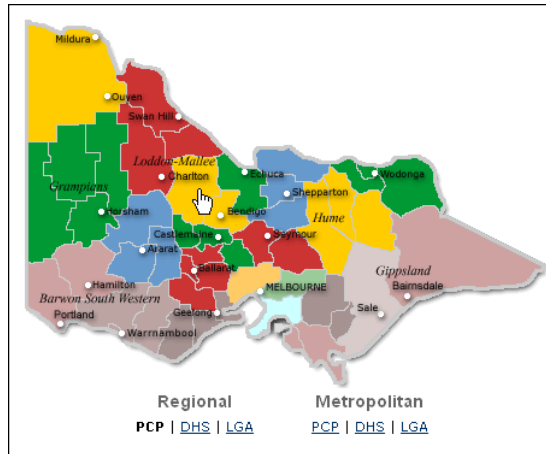
To use the **Clickable Maps** option:

1. Open the **Connectingcare** homepage [www.connectingcare.com](http://www.connectingcare.com).
2. Select a map and click on a catchment area.

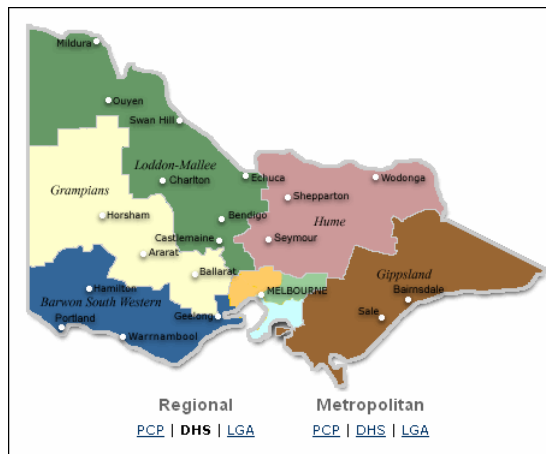
This will display a screen with a selection of *catchment search options*.

## Step 1 - Getting Started

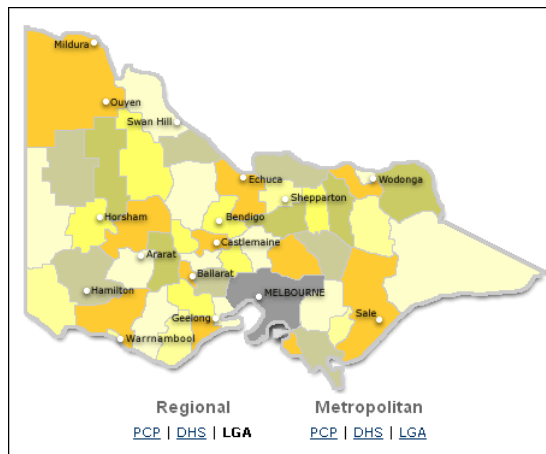
### Regional PCP view



### Regional DHS view

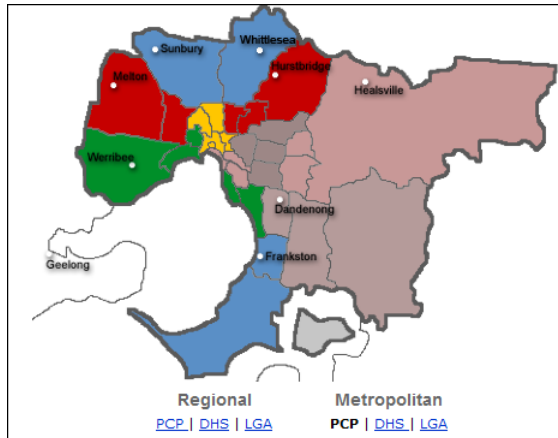


### Regional LGA view

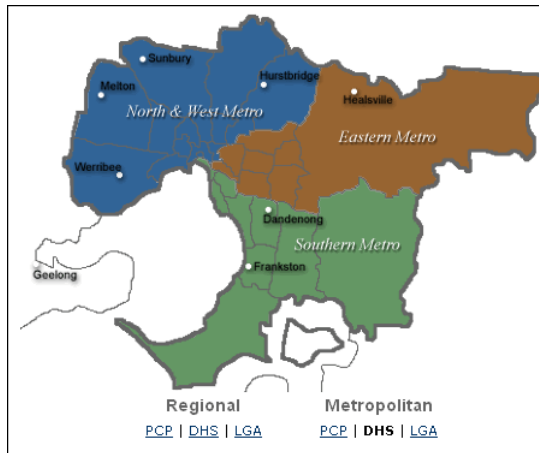


## Step 1 - Getting Started

### Metropolitan PCP view



### Metropolitan DHS view



### Metropolitan LGA view



### Step 2 - Searching within a Catchment

This section describes how to search for an **Agency** and **Service** within a catchment.

When you use the *clickable map and catchment search* function on the **Connectingcare** home page, the following screen will display for the catchment area selected, e.g. Bendigo Loddon Primary Care Partnership.

### Bendigo Loddon Primary Care Partnership

Service Category

OR


Keyword Search

OR

Refer

OR


Agency Info



\*\* agency can accept secure electronic messages

The following 4 catchment search options are available:

- **Service Category** - to search for **Agency's** who provide the **Service Category** selected
- **Keyword Search** - to search for **Agency's** that contain the **Keyword(s)** entered in their details (name, services, description etc.)
- **Refer** - to commence a **SCTT** referral session after selecting an **Agency Site**
- **Agency information** - to view the selected **Agency's** Service Directory Site page within **Connectingcare**.

You can click the **Send Files Securely** button  at the bottom of the screen to go directly to *sending a referral using an attachment*. This is a short-cut when you know a **Service** within the selected catchment is able to receive secure messages and eReferrals.

## Step 2 - Searching within a Catchment



**Agency Sites** listed with a double asterisk are **Sites with Services** that can accept eReferrals, e.g. **Bendigo Community Health Services - Eaglehawk \*\***

## Service Category

Select a Service (find a service and who provides it) ▼  
Select a Service (find a service and who provides it) ▲  
Accommodation/Housing  
Acquired Brain Injury  
Acute Care  
Adult Day Activity Centres  
Advocacy  
Aged Accommodation  
Aged Care Assessment  
Aged Care  
Aids & Equipment  
Alzheimers

The **Service Category** option is for users who wish to search for all the **Agency's** that provide the selected **Service**.

After selecting a **Service** from the drop-down list, the search results will display a page listing all the **Agencies**.

### Asthma

Search Focus: **Bendigo Loddon Primary Care Partnership Primary Care Partnership**  
 tick to include providers who service your area but may be located outside your catchment

[« Previous page](#)

The following services are available in this category. Click on the service name for more information on that particular service. Note that the name of the service provider is enclosed in brackets.

**\*\* Denotes service is able to accept secure electronic referral**

- [Asthma Education](#) (Bendigo Community Health Services - Eaglehawk)
- [Community Health Nurse - Asthma Education](#) (Inglewood & Districts Health Service - Wedderburn Office)
- [General Medical Service](#) (Boort Medical Practice)
- [Priceline Pharmacy Bendigo](#) (Priceline Pharmacy Bendigo)
- [Queen Street Medical Centre](#) (Queen Street Medical Centre)
- [Rural Primary Health Service](#) (Central Victoria General Practice Network Inc)
- [Visiting Medical Services](#) (Boort Medical Practice)
- [White Hills Pharmacy](#) (White Hills Pharmacy)

8 services returned.

Note: Results shown above indicate services are provided in your search area, although the organisation may be located out of this area.

[« Previous page](#)

For additional information on statewide services see [humanservicesdirectory.vic.gov.au](http://humanservicesdirectory.vic.gov.au). For information on health issues and illnesses see [www.healthinsite.gov.au](http://www.healthinsite.gov.au)

## Step 2 - Searching within a Catchment

### Keyword Search



For best search results, type 1-3 distinct **Keywords**, e.g. mental health. If you don't get the results you want, reduce the number of **Keywords** in the **Search** box, e.g. respite.

The **Keyword** option is for users who wish to search for a **Service** using a **Keyword** or multiple **Keywords**, e.g. mental health, psychosis. This allows users to undertake a more detailed search of the directory.

After entering a **Keyword**, the search results will be displayed alphabetically by **Agency Site** with **Services** listed under each **Site**.

Results: **58 matches** (grouped by provider) Focus: **Bendigo Loddon Primary Care Partnership** Search text: **mental health**

1. [Bendigo Community Health Services - Eaglehawk](#)  
[Men's Health Clinic](#)
2. [Bendigo Community Health Services - Kangaroo Flat](#)  
[Early Intervention Program](#)
3. [Bendigo Health - Bendigo campuses and regional services](#)  
[Carer Support & Commonwealth Carer Respite Centre](#) ✕ [Chaplaincy Services](#) ✕ [Golden Oaks Complex - Carshalton House Hostel](#) ✕ [Golden Oaks Nursing home](#) ✕ [Group Psychological Services - Bendigo](#) ✕ [Joan Pinder Nursing Home - Bendigo](#) ✕ [Simpkin House - secure high care residential facility](#) ✕ [Speech Pathology](#) ✕ [Stella Anderson Nursing Home](#)
4. [Bendigo Health - Community and Regional Psychiatric Services, Bendigo](#)  
[Adult Mental Health Service \[AMHS\]](#) ✕ [Aged Persons Mental Health Service \[APMHS\]](#) ✕ [Aged Persons Mental Health Service Inpatient Unit - Marjorie Phillip Unit \[MPU\]](#) ✕ [Alexander Bayne Centre \[ABC\] - Adult Acute Psychiatric Inpatient Unit](#) ✕ [Centre for Rural Mental Health \[CRMH\]](#) ✕ [Child & Adolescent Mental Health Service \[CAMHS\]](#) ✕ [Depression & Anxiety Research Team \[DART\]](#) ✕ [Eating Disorders Service \[EDS\]](#) ✕ [Loddon Mallee Dual Diagnosis Service \[LMDD\]](#) ✕ [Mental Health Resource Centre - 8 Olinda St](#) ✕ [Primary Mental Health \[PMH\]](#) ✕ [Psychiatric Crisis Assessment & Treatment Team \[PCATT\]](#) ✕ [Psychiatric Regional Triage Service \[24 hour Telephone Triage\]](#) ✕ [Vahland House \(Adult in-patient psychiatric Secure Extended Care & Community Care Unit\)](#)
5. [Boort District Health](#)  
[Social Work / Counselling](#)
6. [Centacare Diocese of Sandhurst - Bendigo](#)  
[Conciliation Service](#)

## Step 2 - Searching within a Catchment

### Refer



**Agency Sites** listed with a double asterisk are **Sites with Services** that can accept eReferrals, e.g. **Bendigo Community Health Services - Eaglehawk\*\***

Make a Referral (create a new SCTT form after selecting provider) Refer

- Bendigo Community Health - Elmore Site
- Bendigo Community Health Services - Central Site
- Bendigo Community Health Services - Eaglehawk\*\***
- Bendigo Community Health Services - Kangaroo Flat\*\***
- Bendigo Domain Village
- Bendigo Down Syndrome Support Group

The **Refer** option is for users who know the **Agency Site** and **Service** they wish to refer to and want to use the *online Service Coordination Tool Templates (SCTT)*.

After selecting an **Agency** from the drop-down list, the **SCTT** page will display.

Start Consumer Info Summary Consent Need for Assistance Living Arr Hlth Beh Hlth Con Psych Functional Ass Fam. Social Care Coord Palliative Finish

Service Selection

Welcome to the Connectingcare online referral form. These forms are based on the Victorian Government's Service Coordination Tool Templates (SCTT), 2009 version.

[Step by step help on using these forms](#)

Mandatory Field (The pink / red coloured sections need to be completed as they provide basic minimum details.)

**Referral to**

Name of Service Provider:  
Advocacy & Rights Centre Ltd

Name of Service Required:  
Advocacy & Rights Centre Ltd

You can print, save and fax, but not e-Refer to this service!

Agency/Service Provider sending referral

Note: Some services can accept e-Referral (denoted by \*\* beside name), whilst others cannot. The coloured text below the service name will indicate this availability for each service. If e-Referral is not available then you will be able to print this completed form out when finished and either mail or fax it.

### Agency Info



**Agency Sites** listed with a double asterisk are **Sites with Services** that can accept eReferrals, e.g. **Bendigo Community Health Services - Eaglehawk\*\***


View a Provider/Site (view a service providers home page) Agency Info

- Bendigo Community Health Services - Eaglehawk\*\***
- Bendigo Community Health Services - Kangaroo Flat\*\***
- Bendigo Diabetes Support Group
- Bendigo Domain Village
- Bendigo Down Syndrome Support Group

## Step 2 - Searching within a Catchment

The **Agency Info** option allows users to select an **Agency Site** from the drop-down list to access the **Agency** details, including all the **Services** provided by the **Agency Site(s)**.

After selecting an **Agency Site** from the drop-down list, the **Agency's** Service Directory Site page will display.



**Bendigo Community Health Services**  
Web: [www.bchs.com.au](http://www.bchs.com.au)

**Bendigo Community Health Services - Eaglehawk**  
3 Seymoure Street, Eaglehawk 3556, (PO Box 1121), BENDIGO. VIC. 3552.  
Tel: (03) 5434 4300 Fax: (03) 5434 4355  
Email: [bchs@bchs.com.au](mailto:bchs@bchs.com.au) (enquiries only)

**Interpreting Services**  
Yes, arranged via statewide service

**Hours**  
Mon - Fri 8.45 am - 5.45 pm

**Services**  
The following services are provided by Bendigo Community Health Services - Eaglehawk:

<b>Counselling and Support</b> <ul style="list-style-type: none"><li><a href="#">Counselling</a></li><li><a href="#">Post Natal Depression Program</a></li><li><a href="#">Social Support Group - Chronic Illness group</a></li></ul>	<b>Health and Health Education</b> <ul style="list-style-type: none"><li><a href="#">Asthma Education</a></li><li><a href="#">Better Health Self-Management Course</a></li><li><a href="#">Diabetes Education **</a></li><li><a href="#">Family Planning Clinic</a></li><li><a href="#">Men's Health Clinic</a></li><li><a href="#">Podiatry</a></li><li><a href="#">Women's Health Clinic</a></li></ul>
<b>Doctors</b> <ul style="list-style-type: none"><li><a href="#">Medical Practice</a></li></ul>	<b>Needle Exchange</b> <ul style="list-style-type: none"><li><a href="#">Needle Syringe Program</a></li></ul>
	<b>Sexual Disease</b> <ul style="list-style-type: none"><li><a href="#">Blood Borne Virus and Sexually Transmittable Infection Clinic</a></li></ul>

\*\* service can accept secure electronic messages

**Additional Information**  
**Appointment Required**  
Yes

## Step 3 - Selecting a Service

### Step 3 - Selecting a Service

This section describes:

- how to *identify the Service you wish to refer to from the Search results and how to open the Service page.*
- the *contents of the Service page.*

---

### Identifying and opening the Service page



Services listed with a double asterisk \*\* are **Services** that can accept eReferrals.

To open a **Service** page:

- click on the link in the **Search** results page.

The **Search** results display the links to the **Services** in a variety of ways, depending on the type of **Search** performed.

**Keyword** search – the **Services** for the **Site** are listed alphabetically under the **Site** header.

1. [Bendigo Community Health Services - Eaglehawk](#)  
[Men's Health Clinic](#)
2. [Bendigo Community Health Services - Kangaroo Flat](#)  
[Early Intervention Program](#)
3. [Bendigo Health - Bendigo campuses and regional services](#)  
[Carer Support & Commonwealth Carer Respite Centre](#) ✕ [Chaplaincy Services](#) ✕ [Golden Oaks Complex - Carshalton House Hostel](#) ✕ [Golden Oaks Nursing home](#) ✕ [Group Psychological Services - Bendigo](#) ✕ [Joan Pinder Nursing Home - Bendigo](#) ✕ [Simpkin House - secure high care residential facility](#) ✕ [Speech Pathology](#) ✕ [Stella Anderson Nursing Home](#)
4. [Bendigo Health - Community and Regional Psychiatric Services, Bendigo](#)  
[Adult Mental Health Service \[AMHS\]](#) ✕ [Aged Persons Mental Health Service \[APMHS\]](#) ✕ [Aged Persons Mental Health Service Inpatient Unit - Mariorie Phillip Unit \[MPU\]](#) ✕ [Alexander Bayne Centre \[ABC\] - Adult Acute Psychiatric Inpatient Unit](#) ✕ [Centre for Rural Mental Health \[CRMH\]](#) ✕ [Child & Adolescent Mental Health Service \[CAMHS\]](#) ✕ [Depression & Anxiety Research Team \[DART\]](#) ✕ [Eating Disorders Service \[EDS\]](#) ✕ [Loddon Mallee Dual Diagnosis Service \[LMDD\]](#) ✕ [Mental Health Resource Centre - 8 Olanda St](#) ✕ [Primary Mental Health \[PMH\]](#) ✕ [Psychiatric Crisis Assessment & Treatment Team \[PCATT\]](#) ✕ [Psychiatric Regional Triage Service \[24 hour Telephone Triage\]](#) ✕ [Vahland House \(Adult in-patient psychiatric Secure Extended Care & Community Care Unit\)](#)

**Service Category** search – the **Services** are listed in the **Service Category** page

## Step 3 - Selecting a Service

The following services are available in this category. Click on the service name for more information on that particular service. Note that the name of the service provider is enclosed in brackets.

**\*\* Denotes service is able to accept secure electronic referral**

- [Asthma Education](#) (Bendigo Community Health Services - Eaglehawk)
- [Community Health Nurse - Asthma Education](#) (Inglewood & Districts Health Service - Wedderburn Office)
- [General Medical Service](#) (Boort Medical Practice)
- [Priceline Pharmacy Bendigo](#) (Priceline Pharmacy Bendigo)
- [Queen Street Medical Centre](#) (Queen Street Medical Centre)
- [Rural Primary Health Service](#) (Central Victoria General Practice Network Inc)
- [Visiting Medical Services](#) (Boort Medical Practice)
- [White Hills Pharmacy](#) (White Hills Pharmacy)

8 services returned.

**Agency Info** search – the **Services** are listed in a section of the **Site** page. The **Services** may, or may not, be grouped under sub-headings.

### Services

The following services are provided by Bendigo Community Health Services - Eaglehawk:

#### Counselling and Support

- [Counselling](#)
- [Post Natal Depression Program](#)
- [Social Support Group - Chronic Illness group](#)

#### Doctors

- [Medical Practice](#)

#### Health and Health Education

- [Asthma Education](#)
- [Better Health Self-Management Course](#)
- [Diabetes Education](#) \*\*
- [Family Planning Clinic](#)
- [Men's Health Clinic](#)
- [Podiatry](#)
- [Women's Health Clinic](#)

#### Needle Exchange

- [Needle Syringe Program](#)

---

## About the Services page

The **Service** page describes the **Service** and **Eligibility** in detail and provides specific contact details that may be different from the **Agency Site** details.

## Step 3 - Selecting a Service



### ISIS Primary Care

Web: [www.isispc.com.au](http://www.isispc.com.au)  
Your community health service

#### ISIS Primary Care - Deer Park

106 Station Road, DEER PARK. VIC. 3023.  
Fax: (03) 936337110 Tel: (03) 9219 7142 Tel: (03) asfsaf  
Email: [isis@isispc.com.au](mailto:isis@isispc.com.au) (enquiries only)

#### Physiotherapy

**Service Email:** [isis@isispc.com.au](mailto:isis@isispc.com.au) (enquiries only, not for referral)

**An appointment is required to access this service**

**Fees**  
A charge applies to this service

**Eligibility** (Conditional)  
Available to people who live, work or attend school, kindergarten or childcare in local government area.

**Catchment(s)**  
This service is provided in the local area only.

Therapy of human movement working with clients who have musculoskeletal, neurological, orthopaedic conditions

#### Files and forms associated with this service

 [Quickscreen Falls Risk Assessment Form\(required for referral to the "Make a Move" program\)](#)

[« Back to ISIS Primary Care - Deer Park home page](#)

last updated: Wednesday, 18 October 2006

 [Add to My Favourites](#)

Information on this page has been provided by the relevant organisation.  
If any information above appears incorrect, or more services should be listed, please contact the local [database administrator](#)

#### Referring to this Service

**This service can accept secure electronic messages.**

 Fill out referral form for this service


 Attach and send files to this service


 [Help with making referrals](#)


The **Service** page is also the starting point for **Referrals** and **Secure Messages** using **Connectingcare**.

#### Referring to this Service

**This service can accept secure electronic messages.**

 Fill out referral form for this service

 Attach and send files to this service

 [Help with making referrals](#)


**Note:** You will need a **Connectingcare** *login* to make **Referrals**.

**Referrals** to the **Service** can be made by:

### Step 3 - Selecting a Service

- using the *online SCTT* to refer a consumer to a **Service** using the online Service Coordination Tool Template (2009) -



- emailing the **SCTT** file and/or other files *from your in-house system* - . This is available for **Services** that are displayed with a double asterisk \*\* in the **Search** Results.

# Step 4 - Logging into Connectingcare



You must have a valid **Connectingcare** login to make referrals.

This section outlines how to *create a username and password* so you can access the **Connectingcare** system as a **Level 1** user.

As a registered **Connectingcare Level 1** user:

- your name and contact details will be *automatically included on the SCTT referral form*
- you will be able to *track your referrals and access reports* on your referral activity
- you can also add frequently used **Services** in the **Service Directory** to your *Favourites List*.
- You can *update your personal/agency contact details* if they change.

Before sending a referral or secure message you will be prompted to log into **Connectingcare** (if you are not already logged on).

Login (connectingcare.com)

Username:

Password:

[Lost password?](#)

---

## Registering for new login

To register for a new **Connectingcare** login:

1. Click the **Register** button  on the **Login** screen or the **Connectingcare Home Page**.

This will display a **Login Request** dialog prompting you to enter the postcode of your workplace location.

## Step 4 - Logging into Connectingcare

### Login Request

Please enter your postcode first to establish your location. This will usually be the postcode of your workplace.

Postcode:

2. Enter your postcode and click the **Submit** button  on the **Login** screen.

The **Login Request** dialog will refresh to prompt for your user details.

### Login Request

Please enter details below to request a login. Having a login enables you to save some time when filling out an online referral. None of the details you enter here will be distributed to any third parties. Please read our [privacy policy](#) for details.

Username  (Generally firstinitiallastname, eg. wsmith. Must be ONE word, no spaces.)

Password  (Case sensitive. Must be ONE word, no spaces.)

Re-enter Password  (re-enter to ensure you have it right)

Full Name

\* Select the agency that **YOU WORK FOR** for below. If it is not in the list then type the name in the box below this.

Site  (currently showing agencies located in your postcode)

Organisation  (only required if your agency is not listed above)

Position  (your job position/description)

Your Email address  (Must be a current, valid email address to receive your confirmation)

Phone Number  e.g. 5555 0000, only required if you have a different number than your agency

Fax Number  e.g. 5555 0000, only required if you have a different number than your agency

3. Enter the details, referring to *Table 1. Login Request Form fields definition*.

4. Click the **Submit** button .

The **Login Request** confirmation dialog will display and you will also receive an email which you should retain for your records.

### Login Request

**Congratulations!** You have been successfully added as a new user to Connectingcare.

A confirmation email containing your username and password, has been sent to your email address. Please check it shortly and retain for your records.

**Important:** If you do not receive this email message then this could mean that you have entered your email address incorrectly. If you do not receive a confirmation email then please contact us via the [contact page](#) so we can rectify the problem.

[« Back to Login page.](#)

5. Click the **Back to Login page** link [« Back to Login page.](#) to return to the **Login** dialog for logging into **Connectingcare**.

**Table 1. Login Request Form fields definition**

Login Request Form Field Name	Description
Username	Enter a <b>Username</b> consisting of the first initial of your first name, followed by your surname with no spaces, e.g. <b>msmith</b> for Michael Smith.  Note: Your <b>Username</b> must be between 5-15 characters, with no spaces.

## Step 4 - Logging into Connectingcare

Login Request Form Field Name	Description
	This is a <b>mandatory</b> field.
<b>Password</b>	Enter a <b>Password</b> . This must be alphanumeric and between 5 – 15 characters. <b>Note:</b> Passwords are case-sensitive This is a <b>mandatory</b> field.
<b>Re-enter password</b>	Re-enter the <b>Password</b> to make sure you typed it correctly. This is a <b>mandatory</b> field.
<b>Full Name</b>	Enter your <b>Full Name</b> , e.g. Michael Smith. This is a <b>mandatory</b> field.
<b>Site</b>	Select your <b>Agency</b> from the <b>Site</b> drop-down list of <b>Agencies</b> located in your postcode This is a <b>mandatory</b> field.
<b>Organisation</b>	If your <b>Agency</b> is not listed in the <b>Site</b> list, enter the name of your <b>Organisation</b> . <b>Note:</b> You should also contact an administrator, using the <b>Contact</b> page, to ensure that your <b>Agency</b> is added to the <b>Site</b> list, and your login account is updated accordingly.
<b>Position</b>	Enter your Job Title.
<b>Your email address</b>	Enter your current work <b>Email address</b> . This will be used to send confirmation of your new login This is a <b>mandatory</b> field.
<b>Phone Number</b>	Enter your <b>Phone Number</b> if different from the numbers recorded for your <b>Agency</b> . This is a <b>mandatory</b> field.
<b>Fax Number</b>	Enter your <b>Fax Number</b> if different from the numbers recorded for your <b>Agency</b> .


## Step 5a - Sending a referral using online SCTT

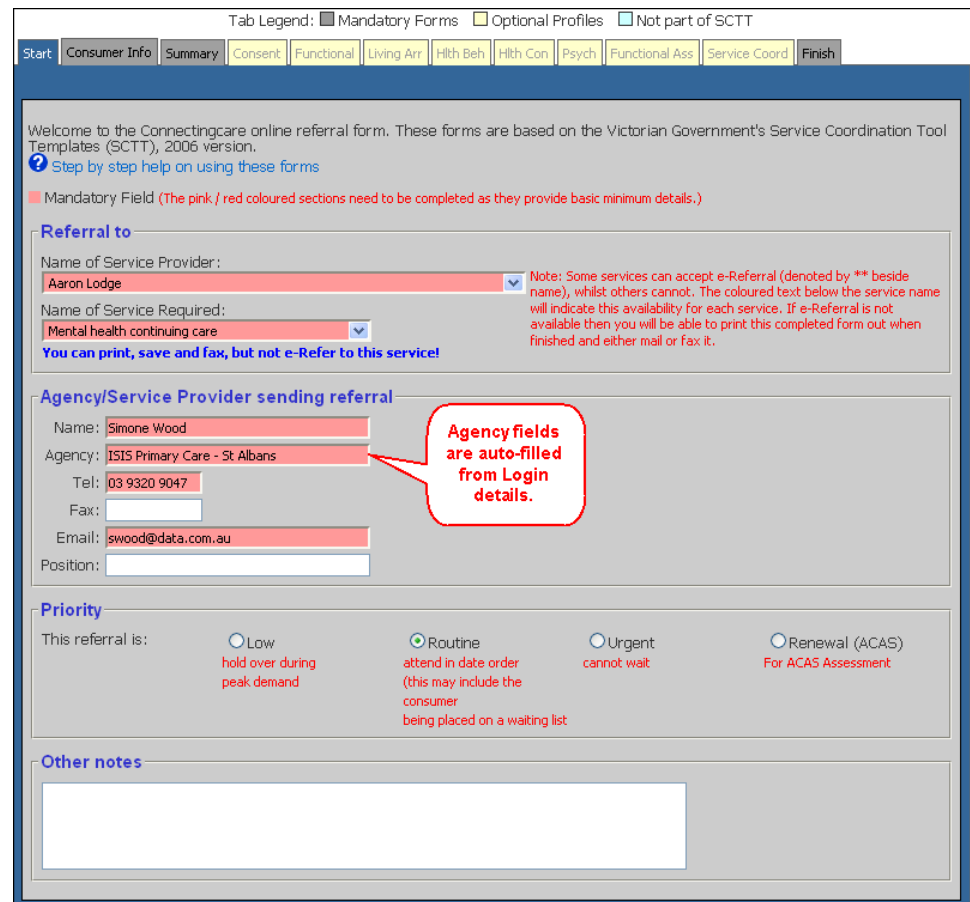
# Step 5a - Sending a referral using online SCTT



You must be *logged into Connectingcare* to make referrals.

The **Connectingcare** interface has been designed using the **Victorian Services Service Coordination Tool Templates (SCTT) - 2009** version.

The **SCTT** template is opened from the *Service page* when the **Referral** button  is clicked.



Tab Legend:  Mandatory Forms  Optional Profiles  Not part of SCTT

Start Consumer Info Summary Consent Functional Living Arr Hlth Beh Hlth Con Psych Functional Ass Service Coord Finish

Welcome to the Connectingcare online referral form. These forms are based on the Victorian Government's Service Coordination Tool Templates (SCTT), 2006 version.  
[Step by step help on using these forms](#)

**Mandatory Field** (The pink / red coloured sections need to be completed as they provide basic minimum details.)

**Referral to**

Name of Service Provider: Aaron Lodge  
Name of Service Required: Mental health continuing care  
Note: Some services can accept e-Referral (denoted by \*\* beside name), whilst others cannot. The coloured text below the service name will indicate this availability for each service. If e-Referral is not available then you will be able to print this completed form out when finished and either mail or fax it.  
**You can print, save and fax, but not e-Refer to this service!**

**Agency/Service Provider sending referral**

Name: Simone Wood  
Agency: 1515 Primary Care - St Albans  
Tel: 03 9320 9047  
Fax:  
Email: swood@data.com.au  
Position:

**Priority**

This referral is:  Low (hold over during peak demand)  Routine (attend in date order (this may include the consumer being placed on a waiting list))  Urgent (cannot wait)  Renewal (ACAS) (For ACAS Assessment)

**Other notes**

The **Tab Legend** above the tabs indicates which forms are mandatory and which forms are optional. **Note:** This could differ from one **Service** to another.



Tab Legend:  Mandatory Forms  Optional Profiles  Not part of SCTT

Start Consumer Info Summary Consent Functional Living Arr Hlth Beh Hlth Con Psych Functional Ass Service Coord Finish

Mandatory fields are coloured pink and must be completed before *submitting* the **SCTT**.

## Step 5a - Sending a referral using online SCTT



**Consumer Details**

Family Name:

Given Name/s:

Date of Birth:   
(dd/mm/yyyy)

Preferred Name/s:

The bottom of each **SCTT** form displays a **Back to Top** link for quick access to the top of the form as well as links to all the other mandatory forms in the template.



[Back to Top](#)

[Start - Consumer Information - Summary & Referral](#)

[Finish](#)

When completing any of the supplementary (optional) profiles **you must select the checkbox** at the top left hand side of the page for the information to be included in the final referral. If this is not done, any information entered on the page will not be included.



**Consumer Consent to Share Information**

To record freely given informed consumer consent to share their information with specific agency/ies for specific purpose/s. This form is not mandatory to send, but services need to keep a file copy of the consent to share with the listed services.

Check to include this form in the completed referral (if not checked, whatever you fill out here will not be included)

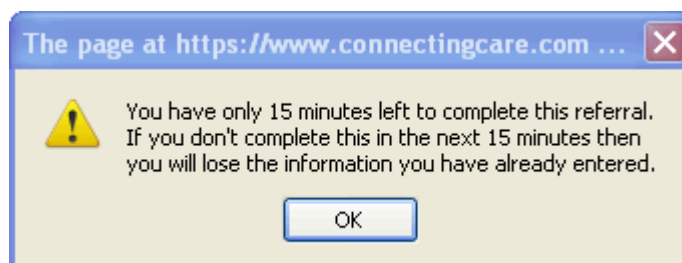
**Note:** You have **60 minutes** to complete and send the referral. The time remaining is displayed on the top right hand side of the screen.




[Admin](#) | [My Favourites](#) | [Contact](#) | [About](#)

Form will timeout in **59:31**

You will be warned when there are **15 minutes** remaining to complete the form.



The page at <https://www.connectingcare.com> ...

 You have only 15 minutes left to complete this referral. If you don't complete this in the next 15 minutes then you will lose the information you have already entered.

OK

## Submitting a completed referral

To submit a completed referral:

1. Click the **Finish** tab.

Start Consumer Info Summary Consent Functional Living Arr Hlth Beh Hlth Con Psych Functional Ass Service Coord Finish

### Submit Completed Referral

Click the Proceed button to complete this referral. This will check the entered information for completeness and prepare it for sending via PKI secure email, our e-Referral webservice or printing and faxing.

Note: Clicking Proceed will not send this referral straight away, you will still have a chance to cancel.

**Proceed »**

2. Click the **Proceed** button .

This will check the information for completeness and prepare it for sending. You will be prompted to complete any missing mandatory fields.

**Note:** You will still have a chance after clicking **Proceed** to cancel.



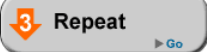
Once complete the **Information Collection Complete** dialog will display.

### Information Collection Complete!


Congratulations! You have now completed the information collection stage of the referral. Please follow the chart below to finish the process.

**Please note: The referral must be printed or saved to file first. The Consumer Consent section should be signed by the consumer or a verbal consent indicated before you can share their information. In the case that consent cannot be obtained yet the referral should proceed please detail the reasons in the NOTES section.**

**NOTE: Print/Save and Send buttons will open a new window. Once finished the new window can be closed to return to this page.**

- 1 Save/Print**  The form can be viewed, printed and faxed if required (eg if an agency cannot receive secure referral)
- 2 Send**  If you wish to attach a file containing additional information to this e-referral then select it here first  
   
   
Finally, click the Send button to deliver the referral to the selected agency securely.
- 3 Repeat**  Make another referral for this client.

### 1 - Save/Print

The **Save/Print** option  opens the referral in a new window with the completed referral compiled together like a paper-based SCTT.



Use the **File | Save As** and/or **File | Print** menu items to save and print the file. This will be necessary if the **Agency** you are referring to does not accept electronic referrals. It also enables you keep your own copy prior to sending the eReferral.

## Step 5a - Sending a referral using online SCTT

Confidential Referral Cover Sheet			
Please acknowledge that you have received this referral by completing and signing below and returning via fax/email/mail			
<b>Date Sent:</b> dd/mm/yyyy 20/10/2010	<b>Consumer</b>		
<b>Number of Pages (including cover sheet):</b> 4	Name: <i>Mary Smith</i>		
	Date of Birth: <i>01/01/1970</i>		
	Sex: <i>(9) Not stated/inadequately described</i>		
	UR Number:		
<b>Referral to</b>	<b>Agency/Service Provider sending referral</b>		
Name:	Name: Simone Wood		
Position:	Position:		
Organisation: St Lukes - Bendigo (Carers Respite Service - Respite for Carers of Adults with a mental illness.)	Organisation: ISIS Primary Care - St Albans		
Phone: 5448 1100	Phone: 03 9320 9047		
Fax: 5440 1108	Fax:		
Email address: cs@stlukes.org.au	Email address: swood@data.com.au		
Address: PO Box 315, BENDIGO, VIC. 3550	Address:		
<b>Priority</b>			
<b>This referral is:</b> <input type="checkbox"/> Low hold over during peak demand	<input checked="" type="checkbox"/> Routine attend in date order (this may include the consumer)	<input type="checkbox"/> Urgent cannot wait	<input type="checkbox"/> Renewal (ACAS) For ACAS Assessment

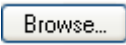
Ensure that you close this window before proceeding to the next Step!

## 2 – Send

 The **Send** option  will not be available if the **Agency** cannot receive secure referral.

The **Send** option  sends the completed referral electronically and securely to the **Agency**.

If you wish to also send additional information not included on the completed **SCTT** forms:

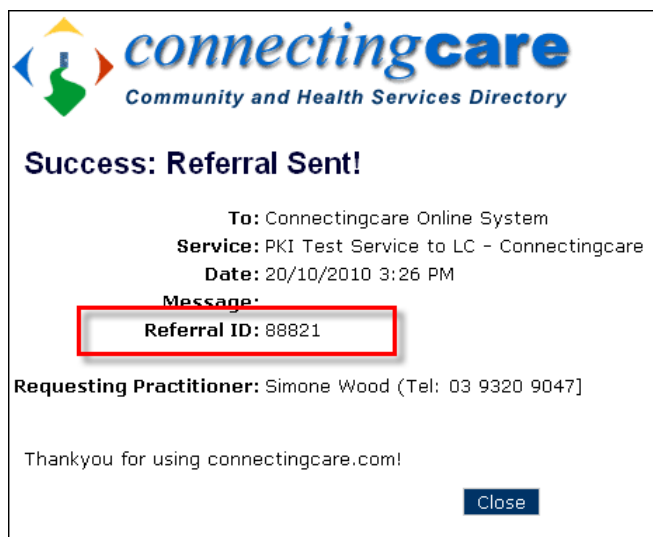
1. Click the **Browse** button .
2. Browse to the file location and select the file.

You can attach up to two files.


## Notification referral has been sent

When a referral has been successfully sent to the **Agency**, the **Success: Referral Sent!** window will open in a separate window.

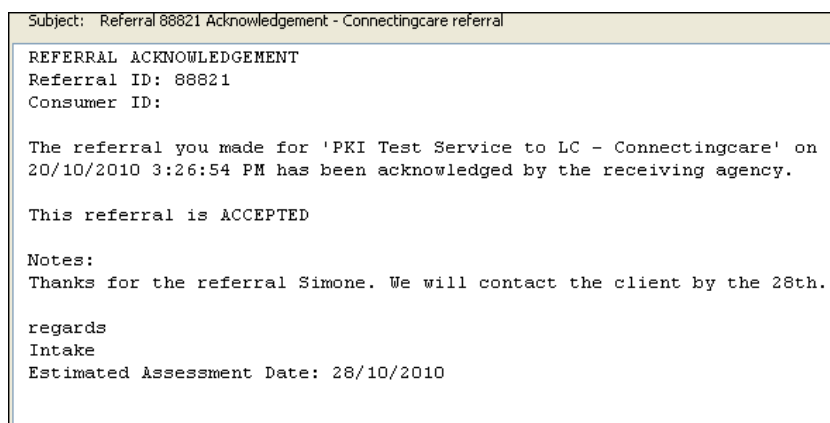
## Step 5a - Sending a referral using online SCTT



When this window opens:

1. Record the **Referral ID**, to assist in *tracking the referrals*.
2. Click the **Close** button  to close the confirmation window.

When you receive a **Referral Acknowledgement** email from the **Agency** that the referral was sent to, the referral process is complete.



---

## Sending multiple referrals

The **Repeat** option allows you to send multiple referrals to the different **Services**.

To use the **Repeat** option:

1. Click the **Repeat** button  on the **Information Collection Complete!** dialog that displayed when the previous *referral was submitted*.

## Step 5a - Sending a referral using online SCTT

This will return you to the **SCTT** form containing all the information entered in the form that was sent.

2. Amend the details for the new **Service** and new referral information, following the exactly the same process as described in *Step 5a - Sending a referral using online SCTT*.

## Step 5b - Sending a referral or Secure Message using an attachment




You must be *logged into Connectingcare* to send referrals or secure messages.

This option is only available for **Sites** and **Services** that are displayed with a double asterisk \*\* in the **Search** Results and where the **Send Files Securely**



button is displayed.

For many health professionals, the **SCTT** templates are now a feature of their **Agency's** client management software. These **SCTT** templates can also be *saved onto your computer* and attached as an e-referral to an **Agency**.

The **Send Files Securely**  option allows you to email any saved **SCTT** forms, sparing you the need to re-enter the information online. You can also use this method to send any other documents.

The **Send Files Securely** option is available in the following **Connectingcare** locations for **Agencies** and **Services** that qualify for this service:

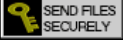
- when *searching within a catchment* and you know the **Service** you want to refer
- a particular *Service page*.



If a security alert appears advising that you are about to view pages over a secure connections, click the **OK** button.

## Step 5b - Sending a referral or Secure Message using an attachment

### About the Secure Sending Form

The **Send Secure Message** form will display after clicking the **Send Files Securely**  button.

#### Send Secure Message

The following form allows you to send a file to the selected agency securely. Only providers and services capable of receiving encrypted/secure emails are listed.

**Select Destination**

**Provider:** Site1

**Service:** Service1

**Select Attachments(s)**

(maximum of 8)

**Consumer Details**

Family Name:

Given Name/s:

Consumer ID/Your Ref:  (please include whenever possible)

Date of Birth:  (dd/mm/yyyy)

Sex:  Male  Female  Not stated/Inadequately described

Title:

**Consumer**  Yes  No

**Consent:** Consent needs to be documented. If no consent has been given please explain in the Notes

**Message**

Attention to:  (who this message is for the attention - if reqd)

Notes:

(intended for "For your information/Request for information" messages - any detailed client information should be contained in attached documents)

Message Type:  Referral  Requests  FYI Message / Other

Feedback  Care Coordination

**Priority**

Low (hold over during peak demand)

Routine (attend in date order, this may include the consumer being placed on a waiting list)

Urgent (cannot wait, please contact the receiver by phone before sending to alert them to expect this incoming message)

**Agency/Service Provider sending referral**

Name: Test Dept

Agency: Site1

Phone: +61 3 11111111

Fax: + 61 3 11111111


Email: wdelgado@data.com.au

Position:

**Send the Message**

**Click Once Only**

Please note that there will be a delay once you click Send due to the upload of the attachment(s). Wait until you receive notification that the email has been sent before clicking any more buttons or links.

1. Enter the details, referring to *Table 2. Email Form fields definition*.
2. Click the **Send Message** button  to save your changes. **Note:** Do not click more than **ONE** time.

There may be a delay due to the uploading of attachments to the server, the length of time will depend on the number of files that are attached to the email. **Note:** Do not click any buttons or links until the **Message Successfully Sent!** screen is displayed.

## Step 5b - Sending a referral or Secure Message using an attachment

**Message Successfully Sent!**

Your message was successfully sent.

**To:** Connectingcare Online System  
**Service:** PKI Test Service to LC - Connectingcare  
**Consumer ID:**  
**Date/Time:** 21/10/2010 2:18:24 PM  
**Attachment(s):**  
Referral ID: 88955


**Requesting Practitioner:** Simone Wood (Tel: 03 9320 9047)

3. Record the **Referral ID**, to assist in *tracking the referrals*.
4. Refer to *Sending multiple secure emails* if you wish to send another referral using the same email form.

**Table 2. Email Form fields definition**

Email Form Field Name	Description
<b>Select Destination</b>	
<b>Provider</b>	<p>When calling this function from a <i>Service page</i> this field will be auto-filled.</p> <p>When calling this function when <i>searching within a catchment</i> the drop-down list will display all the <b>Providers</b> for the <b>Agency</b>.</p> <p>This is a <b>mandatory</b> field.</p>
<b>Service</b>	<p>When calling this function from a <i>Service page</i> this field will be auto-filled.</p> <p>When calling this function when <i>searching within a catchment</i> the drop-down list will be refreshed when a Provider has been selected.</p> <p>This is a <b>mandatory</b> field.</p>
<b>Select Attachment(s)</b>	
<b>Select Attachment(s)</b>	<p>Files that have been saved electronically can be attached to the email, e.g. reports, assessments or digital pictures.</p> <p>A maximum of 8 files can be attached to the secure email.</p> <p>For each file to be attached:</p> <ol style="list-style-type: none"> <li>1. Click the <b>Browse</b> button <input type="button" value="Browse..."/>.</li> <li>2. Browse to the file location and select the file.</li> </ol>
<b>Consumer Details</b>	
<b>Family Name</b>	<p>Enter the Consumer's <b>Family Name</b>.</p> <p>This is a <b>mandatory</b> field.</p>
<b>Given Names/s</b>	<p>Enter the Consumer's <b>Given Names</b>.</p>

## Step 5b - Sending a referral or Secure Message using an attachment

Email Form Field Name	Description
	This is a <b>mandatory</b> field.
<b>Consumer ID</b>	Enter the <b>Agency</b> assigned <b>Consumer ID</b> .
<b>Date of Birth</b>	Enter the Consumer's <b>Date of Birth</b> . This is a <b>mandatory</b> field.
<b>Sex</b>	Select the Consumer's <b>Sex</b> from the drop-down list.
<b>Title</b>	Enter the Consumer's <b>Title</b> .
<b>Consumer Consent</b>	 Client information should never be shared without the client's consent. Select the <b>Yes</b> radio button to confirm that consent has been given to share the consumer's personal information with the third party who is receiving the referral. If no <b>Consent</b> has been given, enter an explanation the <b>Notes</b> field.
<b>Message</b>	
<b>Attention to:</b>	Enter the name of the person who this message is for the attention of – if required. <b>Note:</b> This field should be used when the Message Type is any other than a Referral.
<b>Notes</b>	Enter any <b>Notes</b> . You can provide client/patient identifying information in these notes as this information is contained within the secured email. <b>Note:</b> You could also include any notes in a Word document and attach the document to the email. This allows the receiver to file the document.
<b>Message Type</b>	Select one of the following Message Type options: <ul style="list-style-type: none"> <li>• Referral</li> <li>• Requests</li> <li>• FYI( Message/Other)</li> <li>• Feedback</li> <li>• Care Coordination</li> </ul>
<b>Priority</b>	
<b>Priority level</b>	Select one of the following referral <b>Priority level</b> options: <ul style="list-style-type: none"> <li>• Low – hold over during peak demand</li> <li>• Routine – attend in date order</li> <li>• Urgent – cannot wait.</li> </ul>
<b>Agency/Service Provider sending referral</b>	
<b>Name</b>	This field defaults to the <b>Name</b> associated with your login. If these details are not correct you can edit them but you should also <i>update your account details</i> . This is a <b>mandatory</b> field.
<b>Agency</b>	This field defaults to the <b>Agency</b> associated with your login.

## Step 5b - Sending a referral or Secure Message using an attachment

Email Form Field Name	Description
	If these details are not correct you can edit them but you should also <i>update your account details</i> . This is a <b>mandatory</b> field.
Phone	This field defaults to the <b>Phone</b> associated with your login. If these details are not correct you can edit them but you should also <i>update your account details</i> . This is a <b>mandatory</b> field.
Fax	Enter your fax number if required.
Email	This field defaults to the email associated with your login. If these details are not correct you can edit them but you should also <i>update your account details</i> . This is a <b>mandatory</b> field.
Position	Enter your job title.

---

## Sending multiple secure emails

The **Message Successfully Sent!** screen provides the option to send another referral using the same email form.

**Message Successfully Sent!**

Your message was successfully sent.

**To:** Connectingcare Online System  
**Service:** PKI Test Service to LC - Connectingcare  
**Consumer ID:**  
**Date/Time:** 21/10/2010 2:18:24 PM  
**Attachment(s):**  
**Referral ID: 88955**

**Requesting Practitioner:** Simone Wood (Tel: 03 9320 9047)

To send another referral:

1. Click the **Send another referral** button  on the **Message Successfully Sent!** dialog that displayed when the previous *email was sent*.

This will return you to the **Send Email Attachment(s) Securely** form containing all the information entered in the form that was sent.

## **Step 5b - Sending a referral or Secure Message using an attachment**

2. Select a different Provider and Service and amend any details, following the exactly the same process as described in *Step 5b - Sending a referral or Secure Message* using an attachment.

## Step 6 – Referral Acknowledgement, Statistics and Tracking

This section describes the following aspects of the referral process:

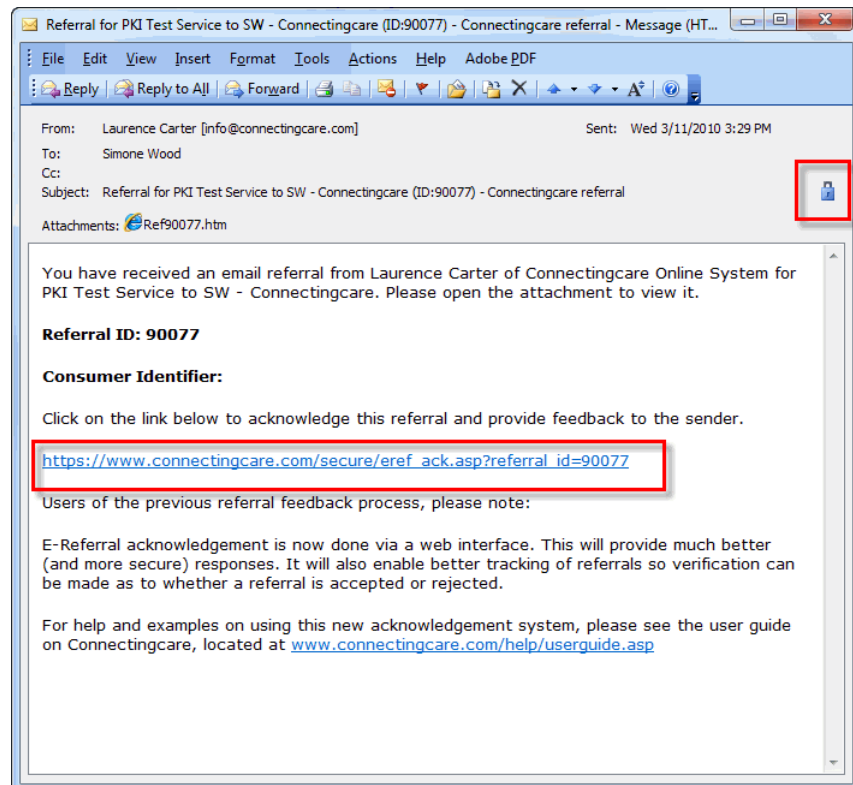
- *Referral acknowledgement*
- *Viewing referral statistics*
- *Referral tracking.*

---

### Referral acknowledgement

Best practice standards have been developed for the use of the **Connectingcare** system. Agencies receiving e-referrals through Connectingcare have agreed to make and respond to referrals within agreed times.

The **Agency** you have referred to will be notified by a secure email which contains the referral as a secure attachment.



Protocols require the receiving **Agency** to inform you of their response to your e-referral. Intake staff do this by clicking on a

## Step 6 – Referral Acknowledgement, Statistics and Tracking

link in this email which requires them to login to the **Connectingcare** system and complete a form.

### Referral Acknowledgement

**Original Referral Details**

To: Connectingcare Online System	Referral Made By: Laurence Carter (lcarter@data.com.au)
For: PKI Test Service to SW - Connectingcare	Date: 3/11/2010 3:28:35 PM
Referral ID: 90077	<a href="#">View Full Details</a>
Consumer: Test Test1 (consumer name will be deleted once the referral is acknowledged)	
Consumer ID:	

**Acknowledgement**

Please be advised that this referral has been received and:

**The referral is accepted.** Estimated date of consumer assessment  [Select Date \(dd/mm/yyyy\)](#)

**The referral is PENDING.** Please provide notes on pending status in the comments section below (marking the referral as PENDING will not close it, you will need to come back later and mark it as either ACCEPTED or REJECTED)

**The referral is not proceeding.** for the following reason(s):

Consumer declining    Waiting list time inappropriate for consumer    Ineligible for services    Inappropriate referral    Other

If referral is not proceeding please ensure you provide additional comments below.

Comments and any further actions undertaken

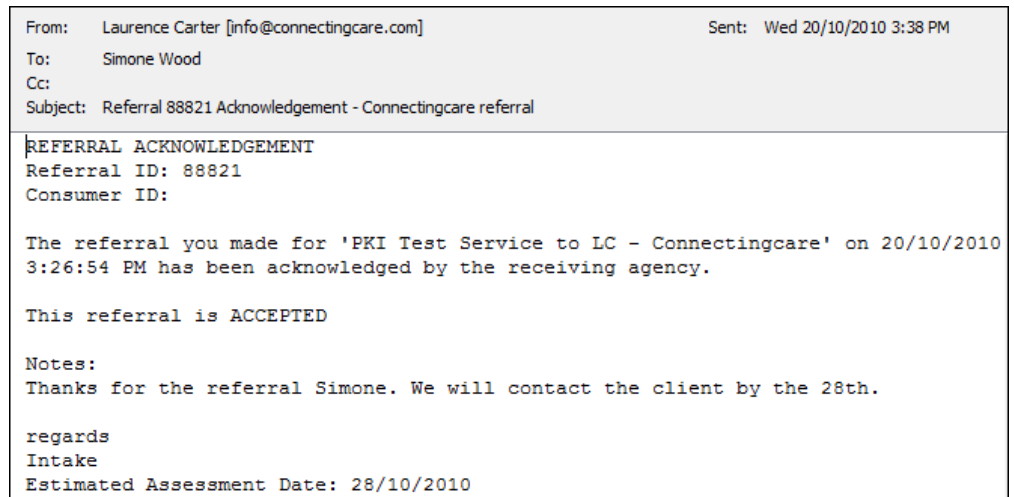
Please note that by clicking submit, an **unencrypted email** message will be sent to the original referrer. Therefore no client identifying information should be provided in this form.

This **Referral Acknowledgement** form prompts for the following:

- Accepted – which includes the estimated date of assessment
- Pending - which if selected they will have to provide final acceptance or rejection later on
- Rejected – which is selected will include a reason and any notes

After the **Referral Acknowledgement** form is submitted, you will receive an unsecure email containing the response and the **Referral Id** which will assist you in *tracking referrals*.

## Step 6 – Referral Acknowledgement, Statistics and Tracking



### Referral statistics

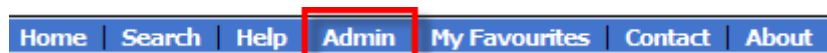


This section describes the **Referral** function for **Level 1 Connectingcare** users. Users on higher levels have additional features available to them such as the ability to export referral statistics and search for referrals using an ID number.

The **Referrals** function in **Connectingcare** provides key information to assist in tracking and auditing your referrals.

To use the **Referrals** function:




1. Click on the **Admin** menu item on the navigation bar.



This will open the **Administration** home page.

### Administration

Welcome Simone Wood

 Edit your details     Referrals     Logout

E-referrals made via Connectingcare this month (October): **1786**  
Username: **simonew1** Security Level: **1**  
last update: 30/08/2010 3:03:00 PM

## Step 6 – Referral Acknowledgement, Statistics and Tracking

3. Click on the **Referrals** icon .

This will display the **Referral Search** dialog.

### Referral Search

**Search for referrals**

Made by Me

**Dates**

Start:  End:

[Select Date](#)      [Select Date](#)

Logged in as: **Simone Wood**

4. Enter or select the **Start** and **End Dates** for the date range of referrals to be viewed.

5. Click the **Search** button .

1	<a href="#">69601</a>	9/03/2010 9:02:43 AM	Connectingcare Online System	Laurence Carter	Brimbank City Council	Home Care Services	ACCEPTED	Attachment
2	<a href="#">69602</a>	9/03/2010 9:03:53 AM	Connectingcare Online System	Laurence Carter	Broadmeadows Health Service (BHS)	Aged Care Shared Care	ACCEPTED	Attachment
3	<a href="#">69603</a>	9/03/2010 9:04:34 AM	Connectingcare Online System	Laurence Carter	Bundoora Extended Care Centre	Community Therapy Service	SUBMITTED	Attachment
4	<a href="#">69604</a>	9/03/2010 9:05:11 AM	Connectingcare Online System	Laurence Carter	City of Maribyrnong	Aged Care Assessment	ACCEPTED	Attachment
5	<a href="#">69605</a>	9/03/2010 9:06:08 AM	Connectingcare Online System	Laurence Carter	City of Melbourne	Aged Care Assessment	ACCEPTED	Attachment
6	<a href="#">69606</a>	9/03/2010 9:06:44 AM	Connectingcare Online System	Laurence Carter	City of Whittlesea	Home Care	ACCEPTED	Attachment
7	<a href="#">69607</a>	9/03/2010 9:07:22 AM	Connectingcare Online System	Laurence Carter	Caroline Springs Community Health Centre - Djerrirwarr Health Services	Allied Health Services	REJECTED	Attachment
8	<a href="#">69608</a>	9/03/2010 9:08:15 AM	Connectingcare Online System	Laurence Carter	Melton Community Health Centre - Djerrirwarr Health Services	Financial Counselling	PENDING	Attachment
9	<a href="#">69609</a>	9/03/2010 9:08:51 AM	Connectingcare Online System	Laurence Carter	Doutta Galla Community Health Service - Kensington	Speech Pathology	REJECTED	Attachment
10	<a href="#">69610</a>	9/03/2010 9:09:35 AM	Connectingcare Online System	Laurence Carter	Hobsons Bay City Council	Community Aged Care Packages	ACCEPTED	Attachment
11	<a href="#">69611</a>	9/03/2010 9:10:27 AM	Connectingcare Online System	Laurence Carter	Hume City Council	Home Care	ACCEPTED	Attachment
12	<a href="#">69612</a>	9/03/2010 9:11:08 AM	Connectingcare Online System	Laurence Carter	ISIS Primary Care - St Albans	Voyage Alcohol and Other Drug Services	SUBMITTED	Attachment

The grid contains the following information:

- **ID** – no client-identifying data is stored on the **Connectingcare** website so only the unique identifier is listed. **Note:** You can click on this link to display further details about the referral.
- **Date** – the date and time the referral was sent
- **Organisation** – the sending organisation
- **Referrer** – the sending referrer
- **Provider** – the receiving Provider
- **Service** – the receiving Service
- **Status** – the referral Status (Submitted, Accepted, Pending, Rejected)
- **Type** – the type of referral (Secure Email, Attachment).

The referral **Status** is automatically updated when the Receiving Provider logs in and responds to your referral, refer to *Referral acknowledgement*. The referral **Status** is colour coded as follows:

## Step 6 – Referral Acknowledgement, Statistics and Tracking

- Accepted Referral – green
- Pending Referral – yellow
- Rejected Referral – Red
- Submitted (but not responded to) Referral – white.

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### Tracking referrals

Tracking referrals is a combination of your good practice and the following features of **Connectingcare**:

1. *Save and Print the SCTT form* before sending it. This is described in detail in *Step 5a - Sending a referral using online SCTT*.
2. Record the Referral ID on your paper files and client management IT system. This is a unique number assigned to each referral or secure message that has been sent through **Connectingcare** and is displayed on the **Success:Referral Sent!** pop-up window *when the eReferral has been sent*.
3. Monitor your own email Inbox and your *Referral Statistics* section within **Connectingcare** to confirm the response from the Receiving Provider. If the Provider does not respond, follow up with a phone call.
4. If the referral is **URGENT** you must make phone contact with the Receiving Provider notifying them **PRIOR** to sending them the eReferral.

## Step 7 - Adding Services to Your Favourites

### Step 7 - Adding Services to Your Favourites

Frequently referred to **Services** can be easily added to a **Favourites** list for quick retrieval in future **Connectingcare** sessions.

To add **Services** to your **My Favourites** list:

1. Make sure you are logged into to **Connectingcare**.
2. Navigate your way to a **Service** page using one of the Search methods, refer to *Step 2 - Searching within a Catchment*.
3. Click the **Add to My Favourites** link near the bottom of the **Service** page.

The screenshot shows the website for Bendigo Community Health Services - Eaglehawk. The page includes a navigation menu at the top with links for Home, Search, Help, Admin, My Favourites, Contact, and About. The main header features the Bendigo Community Health Services logo and the website URL www.bchs.com.au. Below the header, the service name 'Bendigo Community Health Services - Eaglehawk' is displayed, along with the address: 3 Seymoure Street, Eaglehawk 3556, (PO Box 1121), BENDIGO. VIC. 3552. Contact information includes Tel: (03) 5434 4300, Fax: (03) 5434 4355, and Email: bchs@bchs.com.au (enquiries only). The main content area is titled 'Counselling' and states 'An appointment is required to access this service'. It also provides an 'Indicative waiting time' of 'Enquire' and lists the 'Catchment(s)' as 'Greater Bendigo (C)'. A brief description of the service is provided: 'Brief and ongoing counselling and assessment - depression, anxiety, addictive behaviours, relationship and family difficulties, grief and loss.' A link to 'Back to Bendigo Community Health Services - Eaglehawk home page' is present. The page was last updated on Friday, 17 July 2009. A red box highlights the '+ Add to My Favourites' button. To the right of the main content is a 'Referring to this Service' box with a 'REFERRAL CLICK HERE' button and a link to 'Help with making referrals'. At the bottom of the page, there is a copyright notice: 'Copyright © 2005-2009 ISIS Primary Care, All Rights Reserved. The articles and items contained on this web site are for information only. Site content is not necessarily endorsed by the authors of this site. Disclaimer/Privacy'.

This will automatically add the **Service** to your **Favourites** list and display the following confirmation.

Successfully added to favourites!

[Go to Favourites](#)

## Step 7 - Adding Services to Your Favourites

### Viewing your Favourites list

To access your **Favourites** list:

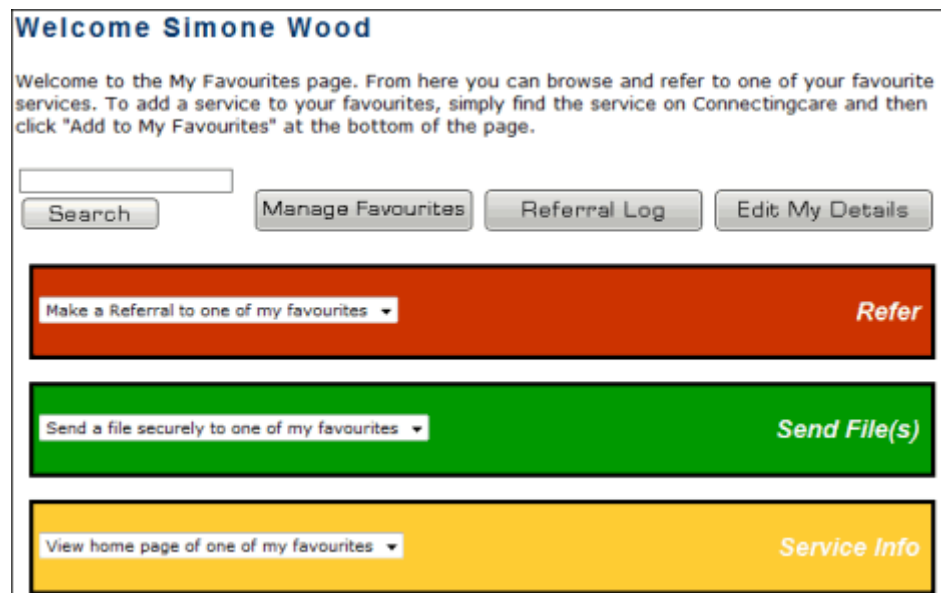
1. Click on the **My Favourites** menu item on the navigation bar.







2. Alternatively click the **Go to Favourites link** on the confirmation screen that appears when you add a **Service** to your **Favourites** list.



This will open the **Favourites** page.



The following options are available on your **Favourites** page.

- **Search**  - this works in the same way as described in the *Quick Search* which a view to *adding a Service* to your **Favourite** list
- **Manage Favourites**  - this links to the *Manage My Favourites* function
- **Referral Log**  - this to the *Referral Search* function
- **Edit My Details**  - this links to the *Edit your login details* function.

## Step 7 - Adding Services to Your Favourites

### Actions using your Favourites

The following actions are available with your favourite **Services**:

- **Refer** – select the **Service** from the drop-down list to *create a SCTT form*



A red rectangular button with a white border. On the left, there is a white dropdown menu with the text "Make a Referral to one of my favourites" and a small downward arrow. On the right, the word "Refer" is written in white text.

- **Send File(s)** - select the **Service** to send files securely. **Note:** This list will only contain **Services** that can accept eReferrals.



A green rectangular button with a white border. On the left, there is a white dropdown menu with the text "Send a file securely to one of my favourites" and a small downward arrow. On the right, the text "Send File(s)" is written in white.


- **Service Info** – select **Service** from the drop-down list to view the **Service's** Directory page.



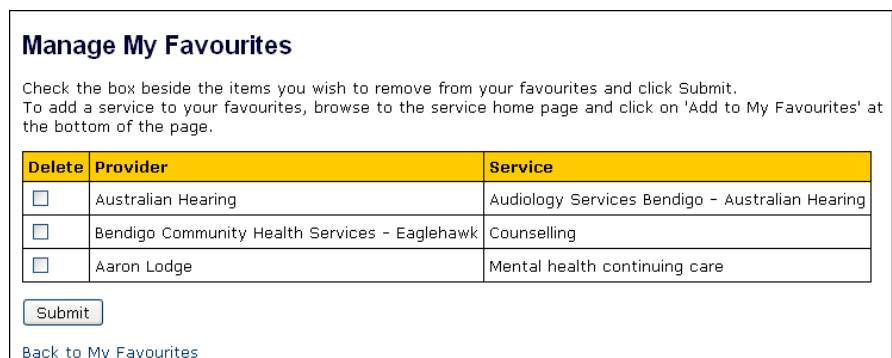
A yellow rectangular button with a white border. On the left, there is a white dropdown menu with the text "View home page of one of my favourites" and a small downward arrow. On the right, the text "Service Info" is written in white.

### Managing My Favourites

To manage your **Favourites**:

- click the **Manage Favourites** button  on the **Favourites** screen.

This will display a grid containing the **Services** that have been added to your **Favourites** list.




**Manage My Favourites**

Check the box beside the items you wish to remove from your favourites and click Submit.  
To add a service to your favourites, browse to the service home page and click on 'Add to My Favourites' at the bottom of the page.

Delete	Provider	Service
<input type="checkbox"/>	Australian Hearing	Audiology Services Bendigo - Australian Hearing
<input type="checkbox"/>	Bendigo Community Health Services - Eaglehawk	Counselling
<input type="checkbox"/>	Aaron Lodge	Mental health continuing care

[Back to My Favourites](#)

To remove a **Service** from your **Favourites** list:

1. Select the **Delete** checkbox against the **Service**.
2. Click the **Submit** button .

## Step 8 - Editing your User details

# Step 8 - Editing your User details

The **Edit your details** function in **Connectingcare** allows you to update your login details.

To use the **Edit your details** function:

1. Click on the **Admin** menu item on the navigation bar.




This will open the **Administration** home page.

### Administration

Welcome Simone Wood

 Edit your details       Referrals       Logout

E-referrals made via Connectingcare this month (October): **1786**  
Username: **simonew1** Security Level: **1**  
last update: 30/08/2010 3:03:00 PM

2. Click on the **Edit your details** icon .

This will display the **Edit your login details** dialog.

### Edit your login details

Login Name

Password  (case sensitive)

Confirm Password  (case sensitive)

Full Name

Email Address

Site name Connectingcare Online System

Position  (users job position/description)

Telephone

Fax

3. Make the required changes to any of the fields. **Note:** You cannot change your **Login Name** or your **Site** name. To associate your account with a new **Site**, contact your administrator via the **Contact** page.

## Step 8 - Editing your User details

4. Click the **Submit** button .