

1 **Confirm Agency Commitment (Briefing and Discussion)**

2 **PKI Registration**

3 **Implementation, Testing and Service Directory Listing**

4 **Staff Training**

5 **Publicise to Referring Agencies**

10 step Implementation sequence for PCPs considering eReferral with Connectingcare 2005

	<i>Key Task</i>	<i>Who is Responsible ?</i>	<i>How/What</i>
1	Review Referral Processes	Agency Manager & Team Leaders PCP Service Coordination officers	Check agreed best practice for making and receiving referrals, making acknowledgement and meeting privacy
2	Database manager - list agencies, sites & services	Regional dBase Administration Agency administrator (detail)	HSD Data dump (first time for new subscribers) Individual updates by agency administrator
3	Agency registration for PKI location certificates	Agency & HeSA NB some may need support	Online < www.hesa.com.au > and save copies Print & send to HeSA, receive PKI keys and confirm
4	PKI private cert loaded into email client	Agency IT & Regional eReferral contact & HeSA Tech Support if necessary	Activate PKI keys, load onto email client NB avoid MailSecure plug-in & set defaults to allow replies to be sent without digitally signing or encryption
5	PKI public cert loaded into CC webserver	Richard Waters (after notification)	Email request to < support@connectingcare.com > RW to confirm back by email
6	Add PKI email address to CC agency/ service listing	Regional eReferral contact person	Individual update to each service listed to receive securely NB CC system reads the email address in this field, displays the Referral securely/Attach files icons on
7	System testing	Regional eReferral contact and Agency IT staff	Trial searching for service, then sending both online form and attach files functions
8	Intake worker training	Regional eReferral contact with Service Coordination staff	Training using agency systems and handouts
9	General agency training	Regional eReferral contact with Service Coordination staff	Training using ppt and handouts so other agencies can refer in to the target agency/service
10	Agency Publicity	Proformas supplied to Agency (available on MC2 and CC)	Agency Manager to write to referring organisations. Agency intake staff to use faxback to respond to incoming

Process for assisting Agency/Service eReferral Registration

		Tel	Mob	Fax	Email
Name	<i>Key Contact: Liaison/Team</i>				
Name	<i>Key Contact: Manager</i>				
Name	<i>Key Contact: IT</i>				

	Date	Notes
Letter to Agency sent		
1st contact/letter acceptance & confirmation		
Briefing Booked		
Briefing		
HIC/PKI Cert associated with new email (go to Load)		
HIC online Rego (simple)		
HIC online Rego (assisted)		
HIC Rego documentation sent		
PKI Key & paperwork received		
Respond to HeSA by Fax/Mail		
Load keys		
PKI public cert loaded into CC webserver		
Add PKI email address to CC agency/ service listing		
Test system		
Intake Training		
Group Training		
Agency publicise		

Issues Reported		
Revocation Briefing		<i>Due Date</i>
HIC/PKI Cert associated with new email (go to Load)		
HIC online Rego (simple)		
HIC online Rego (assisted)		
HIC Rego documentation sent		
Registered PIC Letter Received		
Respond to HeSA by Fax/Mail		
Location Cert/CD & floppy Rec at Agency Received		
Load new keys		
PKI public cert loaded into CC webserver		
Add PKI email address to CC agency/ service listing		

Process for assisting Agency/Service eReferral Registration

		Tel	Mob	Fax	Email
Name	Key Contact: Liaison/Team				
Name	Key Contact: Manager				
Name	Key Contact: IT				

	Date	Notes
Letter to Agency sent		<i>Invitation letter sent to CEO or Executive (parallel email to Team Manager/s)</i>
1st contact/letter acceptance & confirmation		<i>Written response to the initial invitation letter confirms agency commitment to Service Coordination objectives and eReferral implementation</i>
Briefing Booked		<i>Date made for meeting with Senior Area Manager, IT Manager, key agency liaison person for eReferral implementation, intake manager etc</i>
Briefing		<i>Meeting occurs - notes of the day - confirm preferred intake email address and systems (incl workers)</i>
HIC/PKI Cert associated with new email (go to Load)		<i>If PKI location keys already in use then consider use of associated email addresses - go to tasks below - LOAD'</i>
HIC online Rego (simple)		<i>Go to HeSA website to apply https://www.hesa.com.au/commonlogon/RedirectNewLogon.jsp?flavour=LocationApply</i>
HIC online Rego (assisted)		<i>If required then sit-in with registering staff member</i>
HIC Rego documentation sent		<i>Date documentation and forms sent to HeSA</i>
PKI Key & paperwork received		<i>Date PKI certificate and PIC code received from HeSA</i>
Respond to HeSA by Fax/Mail		<i>Date PIC code confirmed back to HeSA</i>
Load keys		<i>IT staff to load keys, test account and confirm available access rights</i>
PKI public cert loaded into CC webserver		<i>CC system developer to load PKI public keys to webserver</i>
Add PKI email address to CC agency/ service listing		<i>Regional database administrator to add secure email address to each service listed to receive</i>
Test system		<i>Test system with online formssand attachments. Check REPLY from intake</i>
Intake Training		<i>Intake workers training, confirm best practice approach to acknowledgement, system for managing eReferrals (pending, accepted, rejected, archiving etc)</i>

Group Training		<i>General training for making eReferrals , including username, filling online form, attaching and sending</i>
Agency publicise		<i>Proforma letter & fax to be distributed to referral sources. Agency Manager to write to referring organisations. Agency intake staff to use faxback to respond to incoming fax</i>
<u>Issues Reported</u>		<i>Log of issues - notes and contacts, incl phone #</i>
Revocation Briefing		<i>Due Date</i>
HIC/PKI Cert associated with new email (go to Load) HIC online Rego (simple) HIC online Rego (assisted) HIC Rego documentation sent Registered PIC Letter Received Respond to HeSA by Fax/Mail Location Cert/CD & floppy Rec at Agency Received Load new keys PKI public cert loaded into CC webserver Add PKI email address to CC agency/ service listing		

Outline for PKI registration from a registering agency's perspective - steps in the process...

	<i>DATE</i>	<i>NOTES</i>
Agency managers, including IT manager and intake team leader meet with the E-referral implementation project manager (approx 1 hr mtg)		
Agency manager /project lead to make online HeSA registration for location keys http://www.hesa.com.au/apply.htm (note your Application Reference Number and Secret ID for later in the process)		
Send Registration documents (Agreement, Evidence, Referee Statement) to HeSA in Canberra		
E-referral implementation project manager to train agency contact person to list the agency's services information listing on Connectingcare.		
HeSA confirm your agency and individual identity, generate certificates (also known as 'keys') and post back to agency in a Start-up pack		
Agency receives their Start-up pack, including the keys on a floppy disc, and faxes confirmation of receipt to HeSA. The confirmation sheet is the consignment letter included in the Start-up pack. Allow HeSA a minimum of 6 hours for processing the confirmation fax		
After the 6 hour interlude the agency calls the HeSA help desk (1300 660 035), speaks to the registration desk, and gives their Application Reference Number and Secret ID. The help desk will confirm their Personal Identification Code (PIC)		
Confirm receipt of PIC with E-referral implementation project manager (to coordinate testing processes) then arrange time for loading the keys with agency IT team.		
Agency IT staff load keys (from floppy disc) using PIC to activate keys and enable access to encryption/decryption. NB avoid MailSecure plug-in		

Key Codes to pay attention to managing in this process:

1) Application Reference Number, 2) Secret Identifier, & 3) PIC

HeSA PKI telephone support 1300 660 035

In case of difficulties ring the HeSA Registration Desk: 02 6124 4071

PKI registration - steps in the HeSA process...

	<i>DATE</i>	<i>NOTES</i>
Applicant fills in online form (http://www.hesa.com.au/apply.htm) then saves and prints. Gather Evidence of Identity Documents (original and signed photocopy) & obtain Acceptable Referee's signatures and endorsement. <u>Note for future reference the Application Reference Number and Secret Identifier.</u>		
Applicant sends completed Agreement, Evidence of Identity Documents & Acceptable Referee Identification Form.		
HeSA verifies identity of Applicant and check documents are completed.		
Request for Digital Certificates is then sent to Certification Authority(CA) - currently Certificates Australia		
Applicants Digital Keys and Certificates are generated and saved onto Floppy disc (for Location Certificates).		
Startup Pack containing your Floppy disc & Letter with information on 'What is next' is sent to subscriber.		
Subscriber to fax to HeSA 'Acknowledgment of Receipt' of the Startup Pack (letter included in pack).		
HeSA will activate the subscribers PIC for Retrieval from the PKI Customer Service Centre (allow min. 6hrs, during business hours)		
Subscriber to phone the PKI Customer Service Centre to Retrieve PIC. Subscriber <u>must have</u> their Application Reference Number and Secret Identifier and will be asked to confirm further details before PIC is given.		
Subscriber is now ready to install their Location certificates.		

Key Codes to pay attention to managing in this process:

1) Application Reference Number, 2) Secret Identifier, & 3) PIC

HeSA PKI telephone support 1300 660 035

In case of difficulties ring the HeSA Registration Desk: 02 6124 4071

	Cx	PCP	Title	Name	Family Name	Position	Street	Town	State	Pcode	Tel	Fax	Email	Mob
AGENCY 1						CEO			VIC					
						Manager/Key Contact			VIC					
						IT Manager			VIC					
						IT Cx			VIC					
						Other			VIC					
AGENCY 2						CEO			VIC					
						Manager/Key Contact			VIC					
						IT Manager			VIC					
						IT Cx			VIC					
						Other			VIC					
AGENCY 3						CEO			VIC					
						Manager/Key Contact			VIC					
						IT Manager			VIC					
						IT Cx			VIC					
						Other			VIC					
AGENCY 4						CEO			VIC					
						Manager/Key Contact			VIC					
						IT Manager			VIC					
						IT Cx			VIC					
						Other			VIC					
AGENCY 5						CEO			VIC					
						Manager/Key Contact			VIC					
						IT Manager			VIC					
						IT Cx			VIC					
						Other			VIC					

Agency - Environmental Information for eReferral Implementation using Connectingcare

		Corporate IT Environment	Agency's Source of Referrals	Percent (approx)	Agency Referrals Sent to	Percent (approx)
AGENCY 1						
Email Client						
Client Management System						
Intake email						
Accesscode						
Username						
Password						
Site/Program 2						
Email Client						
Client Management System						
Intake email						
Accesscode						
Username						
Password						
Site/Program 3						
Email Client						
Client Management System						
Intake email						
Accesscode						
Username						
Password						
Site/Program 4						
Email Client						
Client Management System						
Intake email						
Accesscode						
Username						
Password						

Actions to Register YOUR AGENCY for PKI & E-referral using Connectingcare

Project team members will need to form a small working party with one designated officer providing the liaison point between your team and eReferral Implementation Manager. Confirm the roles and responsibilities required to support the project below, and consider allocation to appropriate staff.

Key roles to be carried out include:

1. E-referral coordinator (chief liaison point & project driver in your agency)
2. Duly Authorised Officer (DAO) is the agency representative who is legally responsible for the safety and appropriate use of the PKI Location Certificate/s. This is usually a staff member or practitioner who is senior, permanent, and available as the key HeSA contact for the agency. Where core agency information changes the DAO should inform HeSA of current details eg: the current DAO leaving the organisation and the details of replacement.
3. QA business processes (Agency Change Leader or Quality Officer)
4. Technical implementation and liaison (IT project officer - preferably to be involved in early briefings)
5. Service Directory Information (supply, checking and updating of agency information online)
6. Staff sending, receiving & managing referrals (team leaders for both intake and practitioners)

Note While a few individuals could usually undertake these roles, in some agencies a team may delegate each task/role to support the implementation - in a smaller agency setting one or two people might have responsibility for overall action/implementation. Agencies are asked to ensure that the appropriate staff members cover each role.

TASK CHECKLIST	Responsible officer	Time Lines	Status
Note: Additional information provided in attached <i>E-Referral Registration Tasks</i>.	<i>(Suggested # relates to above numbered key roles)</i>		
Project Management – Liaison & nomination of key roles 1-6 Initial briefing with eReferral implementation project manager	1 1 (1-6)		
Business requirements identified; <ul style="list-style-type: none"> • Review your agency's current referral processes <i>(see local Best Practice Manual & speak to agency change leaders)</i> • Confirm intake and workflow processes to accord with best practice 			

(speak to agency change leaders about an Agency Action Plan)	(1,3 &4)		
<ul style="list-style-type: none"> Who should be nominated DAO? (see above description) Which staff should be designated access to which referrals at which Who will be responsible for monitoring of e-referral processes? 			
IT/ business requirements identified; <ul style="list-style-type: none"> How many users and which PC's where will keys be loaded, & where stored correct version browsers, current email & operating software etc updated antivirus checked firewall requirements to accept encrypted S/MIME email, or if check HeSA & Connectingcare web sites for updates, help, contact 	(1,3 &4)		
Referral intake email address (secure intake mailbox) established	(1&4)		
Service information (bv agency and programs type) updated online Check details are correct online in Connectingcare service directory Service information to be listed by agency and program type, with service description, Team managers email central agency contact confirming correct details,	5		
PKI Location certificate agreements completed and sent to HeSA Forms completed on Hesa web site printed and saved, documentation completed	(1 & 2)		
Intake staff nominated and confirmed for group training	(1, 3 & 6)		
eReferral Project Manager advised; <ul style="list-style-type: none"> designated intake referral email address username & password (login details) 	1		
Protocols for Referrals intake publicised as part of training Establish common language and expectations for sending and receiving referrals	(1 & 3)		
E-mail policy; <ul style="list-style-type: none"> Updated to include PKI requirements Emphasis on importance of password management Staff read and signed off 	(1, 3 & 4)		
Staff training 1 - Group (all agencies who refer to registered sites)	(1 & 6)		

Staff training 2 - Agency practitioner & intake staff	(1 & 6)		
Storage of PKI documentation & files arranged; <ul style="list-style-type: none"> · secured in a locked box in a locked cupboard or drawer (hard copy) · access protocol in place (softcopy) 	(1, 2 & 3)		
PKI Location Keys loaded onto designated PCs; <ul style="list-style-type: none"> · Document process for future reference (as backup & disaster recovery) · Once installed send an email to support@connectingcare.com with <i>Refer Connectingcare Resources section for <u>Installing Digital Certificates</u> as well as</i> 	(1, 3 & 4)		
Protocols for management and archiving of e-referrals (files in electronic <ul style="list-style-type: none"> · Short-term (while in progress) 	(1, 3 & 4)		
eReferral Project Manager to be advised; <ul style="list-style-type: none"> · when key is loaded · agency ready for Technical Testing 	1		
Technical & Business Testing: <ul style="list-style-type: none"> · send, receive, acknowledge · file, print, archive 	(1, 3 & 4)		
Staff training - Individual - refresh	(1 & 6)		
Staff training - Group - refresh	(1 & 6)		
Check details are correct online in regional service directory. Service information to be listed by agency and programs type, with keywords, service categories and eligibility requirements.	5		
Send alert letter to all referring agencies (manager to manager)	(1 & 6)		
Send faxback notice/letter with actual faxback to alert practitioners	6		