

Information Management/Electronic Referral Vision now a reality in the Eastern Region.

MARCH 2004

Three independent yet closely linked Information Management and Technology projects are leading the way in providing an Electronic Referral and centralised shared data base amongst Primary Care and Acute sector agencies in the Eastern Region.

Both the Outer East and Central East Primary Care Partnerships are trialing web based electronic referral systems with more than 30 local agencies. The Outer East has built on the Maroonah IT project, which commenced in 1997. This work has resulted in software that reflects locally developed protocols and the State Wide Service Coordination Tool Templates. Email and web technology has been integrated. This is a secure shared data base of referral details incorporating privacy and security legislation and shared between member agencies including local government, community health, acute and sub-acute services and other agencies. The Central East PCP has built on the work of the Outer East and closely involved the acute sector in its pilots. Infochange Australia have been the software developers for both systems and have used their expertise in working for not for profit agencies to build a system from the ground up that reflects local practice and the needs of consumers.

More recently funding from the Hospital Admission Risk Program (Eastern Health) has led to the creation of a project that is focused on developing information and business protocols between the primary care sector and funded HARP projects (this also includes Post Acute Care and the Primary Mental Health Team). This work is enhancing the primary care protocol work with a renewed focus on care planning. Linking community-based agencies to the HARP initiatives is essential to the hospital demand management program and an electronic client information management system will be fundamental to working between the acute and primary care sectors.

Information Communication Technology (ICT) funding is also a part of the vision across the Eastern Region and within 6 months up to 30 sites will have a Virtual Private Network connected to the acute sector and with ADSL broadband connections. This development will ensure that all participants in the E- referral trials will have the necessary capacity to access E- referral and all web based services more effectively and efficiently.

All three projects are working towards one system that will enable the effective Electronic Referral and management of client information across sectors in a way that reflects local practice and the rights of consumers.

Central East **PCP**

Primary Care Partnership

**easternhealth**



Outer East Health
& Community Support Alliance



Do you want to know more?

Introducing E-Referral and a Client management system into a Community Health Service, Local Council or Non Government organisation requires preparation, planning, patience and a strategic approach. Having agencies that refer to each other on a frequent basis is a key. This usually means that they have complex clients in common and are based locally. Having a core group of high referring agencies is essential. The involvement of the Emergency Department of the local hospital is also crucial as is the Aged Care Assessment Service. The first step is to ensure that local protocols for referral are clear and that feedback mechanisms become part of daily practice. Building professional relationships is a key part of this. It is also important that your local system implements the standards required to seamlessly refer clients.

The Central East & Outer East PCPs, HARP project and Infoxchange would like to keep you more informed of the developments in the Eastern Region. Email updates and seminars demonstrating progress will now be available.

If you would like to register your interest in an email update or future seminars then send an email to easternreferral@infoxchange.net.au



www.centraleastpcp.infoxchange.net.au

www.oehcsa.infoxchange.net.au

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If you would like to leave your details, tear off this section and leave with the Infoxchange Australia display that is here at the conference.

Please send me more information concerning the Eastern Region Information Management and Electronic Referral Projects.

NAME:

ORGANISATION:

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Or return it by fax at your convenience to:

Attention: Eastern E-referral

Fax: 03 9486 9344

Thank you for your interest.

