

## **Community Health Referral to be known as Country Health Connect**

Country Health SA have decided to implement a single consistent referral template for all Community Services.

The referral form provides key client information in the request for Country Community Health Services. The referral form is to be used for referrals to Community Health services required in Country Health inpatient, community health and residential care settings.

Services cannot be provided without a completed referral form and any additional information, as required, to ensure accountability and continuity of safe, high-quality health services.

We have had some consultation with them which has added some elements and reworked so that current coded demographics and clinical information can be populated.

Points on the use of the template:

- This is a template to be used for ALL referrals for Community Health services. The age of the patient although pertinent to how CHSA are funded for the services provided does not change the template used. The template is to be used for those services referred to, from hospital and from General Practice.
- Sending the Referral – Secure Messaging is still not an option for Country Health SA. Emailing is not encrypted so therefore not secure. Faxing remains the send option.
- Health fund and Concession details, not all systems will be able to populate this into the system. Community Health will check with the patients and complete the information in this area if you are not able to complete it. This information is now being collected by CHSA as it will enable them to provide a more sustainable service through the use of multiple funding streams.
- Medication lists and Medical History will import into the template.

Service type and details of Service requested:

- When requesting the service: list service such as Diabetes Educator, podiatrist etc.
- When inputting service details be specific: Diabetic education for Newly diagnosed, Hospital discharge plan.
- Service pathways will be written to support the specific service request with the actions required.

Points specific to the Services which can be funded My Aged Care for those over 65:

- Although referrals to Aged Care Assessment Team (ACAT), Commonwealth Home Support Program (CHSP), Transition Care Program (TCP) should be direct to the My Aged Care portal (MAC), the form can be used if the referrer and/or consumer require assistance to make the referral.
- Community Health services are now also willing to support Patients in the registration for My Aged Care if needed, but it is agreed that if already registered and patients aware of options it is much easier.

For further queries on the use of the template, or any issues in the Import and or Clinical system application please contact Sarah Wiles from Country SA PHN via email: [swiles@countryphn.com.au](mailto:swiles@countryphn.com.au).