

Electronic Service Coordination Referral System

User Manual

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1. INTRODUCTION

This manual describes how to create referrals and manage clients on the S2S Electronic Service Coordination Referral System. The eReferral system provides a single online hub for communication and service coordination between health and welfare services across a wide range of service networks.

2. REGISTERING

All users of the referral system must first register to S2S by completing an on-line form. This form allows you to assign yourself a username and initial password. As well as completing the form, a manager must still send authorization to Infoxchange for access to be given to the system. Follow the steps below to register:

- 1 Go to the S2S Service Coordination website: www.s2s.org.au
- 2 Click on the link at the top of the page: **Register / sign in**
- 3 Click on the link: **Register for S2S**

A registration form will be displayed. See Appendix 12.1

- 4 Complete the form and assign yourself a username and initial password.

Note: *The username assigned here is a public name, it is therefore recommended to select a username based on your actual name.*

- 5 Click **Submit**.

3. LOGGING IN

The welcome page of the eReferral website will ask for a username and password and is shown below.



The screenshot shows the login page of the S2S Electronic Referral System. At the top, there is a navigation menu with links: Home, Referral, Waitlist, Client, Admin, User, Logout, Help. The page title is "S2S Referral". The main heading is "Welcome to the Infoxchange S2S Electronic Referral System." Below this is a "Login" form with fields for "Username:" and "Password:", and a "Login" button. A "Please note" section contains legal information: "When using this system your actions are governed by the Australian Privacy Act 1988, the Information Privacy Act 2000, and the Health Services Act 2001. Please <click here> for more information regarding your obligations. Also note: when using the system all your actions are logged and are subject to regular audits, and you may be called upon to justify your access to specific records." At the bottom, there is a disclaimer: "This system is designed to facilitate, with appropriate informed client consent, the management of confidential client information and referrals in a secure environment. Agencies and services registered with Infoxchange Australia are able to use this system. Please contact support@s2s.org.au if you would like to register to use this system." and a link: "Please <click here> for a list of agencies/services that are currently registered on the system." A logo is visible in the bottom right corner.

3.1 First Time Users

First time users of the eReferral system will be prompted to set a secure password.



- 1 Enter your **username** and **first password** in the login area.
You will be prompted to set a new secure password for the system.
- 2 Click on **Set your secure password**.
- 3 Fill in the form and click **Save**.
NOTE: Passwords should contain a minimum of 6 characters and should not be a dictionary word. You will need to change this password every three months.
- 4 When the information is saved you will be prompted to **Logout**.
- 5 Log back in again using the secure **Username** and **Secure Password**.
NOTE: The new secure password is **ONLY** to access the eReferral system.

4. ROLES

General users - General users of the system will be allocated a title such as Practitioner, Case Manager or one reflecting their job title. Users with this level of access will be able to receive and send referrals, and may be allocated referrals from the Referral Coordinator.

Service Coordinator - Service Coordinators receive all incoming referrals, can allocate referrals to other users within the service and may also send referrals. They can only view and process incoming referrals for the one service they logged into.

Referral Coordinator - Referral Coordinators receive all incoming referrals, can allocate referrals to other users within the service and may also send referrals. They can view referrals to all services they manage at the same time.

5. MAKING A REFERRAL

Before adding a new client to the eReferral system, a search needs to be carried out to check if the client is already on the system.

5.1 Searching for a Client

- 1 Click the **Quick Referral** button or the **Search** tab.
- 2 Enter **Search Data** (*surname, sex and consent are sufficient to start a search*).
- 3 Tick the **Consent to search for the above client** box.
- 4 Click the **Next** button.
- 5 If there are clients matching the search a list will be generated. Click on any of the clients to view the client's details or make a referral.
- 6 Changes to the client record can be made by clicking the **Edit Client** tab and later clicking the **Save** button at the bottom of the screen.
- 7 To continue with the referral click the **Next** button.

5.2 Adding a New Client

If the client is not found in this search they will need to be added. A screen will appear prompting the client details to be entered.

- 1 Enter client data (the fields in red are mandatory).
- 2 Click the **Add Client** button at the bottom of the screen.
The client data will be saved and appear on the screen.
- 3 Click **Next** to continue with the referral process.

5.3 Sending the Referral

To send a referral you will need to complete all of the following:

- Select an agency to receive the referral
- Complete the Cover Sheet
- Attach the SCoTT information or complete the online forms
- Get Consent
- Send

5.3 Sending the Referral

Selecting an Agency to Receive the Referral

Referrals may be sent via the S2S System using one of the following methods:

- Electronic referral to member agencies fully registered with the S2S system.
- Fax referral, using the FAX gateway.
- Secure email referral, using the PKI email facility.

Select a service to receive a referral by clicking on one of the following buttons:

- Top 10
- Browse
- Search option

Add Receivers : **Top 10** **Browse** **Search**

Top 10

Clicking **Top 10** lists the last 10 services that you have sent a referral to.

- 1 Click on the **Top 10** button.
- 2 Tick the box next to the service you wish to refer to.
- 3 Click on the **Done** button when the selection is complete.

Browse

Clicking **Browse** lists all member agencies fully registered with the S2S system.

- 1 Click on the **Browse** button.
- 2 Click on the arrow besides the relevant region.
- 3 Tick the box next to the service you wish to refer to.
- 4 Click on the **Done** button when the selection is complete.

Search

Clicking on **Search** allows referrals to be sent via fax or email to services not registered with the S2S eReferral system. The fax gateway allows referrals to be sent via fax from the system to a direct, secure, fax number. The PKI facility allows referrals to be sent to services with a secure PKI facility installed.

- 1 Click on the **Search** button.
- 2 Type in the service name and suburb.
- 3 Tick **Include External Services** to refer to services not registered with S2S.
- 4 Tick the box next to the service you wish to refer to.
- 5 Enter the fax number if the referral is being sent via fax.
- 6 Click on the **Done** button when the selection is complete.

5.3 Sending the Referral

5.3.2 Completing the Referral Cover Sheet

Referral cover sheet

General referral details

Client: JON, Jon 12/10/1940
 From: Happy Infoxchange, Ph: 9999 9999
 Occupational Therapy, Banyule Community Health Service
 Date/Time: 2006-07-18 10:26:44

Priority

This referral has a priority of:
 Low Routine Urgent

This referral is a Renewal(ACAST):

Information Access Level

Select your information access level for this referral. [?](#)

Standard

Feedback required

Tick this box if you wish to continue to receive feedback about this referral after it has been accepted.

Feedback required?

Referral notes

Include here any notes or comments for the receiving service.

The following sections of the Cover Sheet should be completed:

- **Priority**

Select the priority level of the referral: Low / Routine/ Urgent

- **Information Access Level:**

There are 3 levels of privacy to choose from that determine who will be able to view the referral details. The default is set to 'standard'.

Standard:

Client information can be accessed with client consent.

Limited:

Only the referral event may be accessed with client consent.

Sender/Receiver Only:

Only the sender and receiver can see that the referral has occurred.

- **Feedback Required**

This box is pre-ticked by default. You will continue to receive feedback about this referral after it has been accepted. Untick this box if you do not wish to receive feedback after the referral has been accepted.

- **Referral Notes**

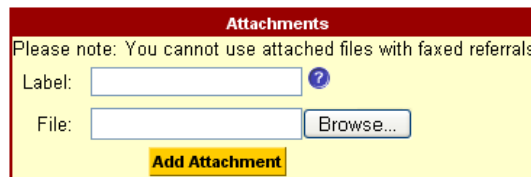
Record any notes as part of the referral, such as the purpose of the referral.

5.3 Sending the Referral

5.3.3 Completing SCoTT Forms

The SCoTT forms may either be completed on-line or attached to the referral from your client management system.

- **Attachments**



To attach documents to the referral follow the steps below:

- 1 Click on **Browse** to locate the document
- 2 Select the document to be attached
The 'File' field will be automatically populated with the document's name.
- 3 Enter a name or description of the document into the field marked **Label**.
- 4 Click **Add Attachment** to attach the document.

Note: You cannot use attached files when faxing a referral.

- **Online SCoTT Forms**

The 8 online SCoTT forms are found below the attachment area, listed as follows:

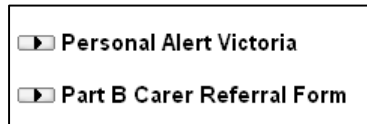
<input type="checkbox"/> Summary And Referral
<input type="checkbox"/> Service Coordination Plan
<input type="checkbox"/> Living and Caring Arrangements
<input type="checkbox"/> Health Conditions
<input type="checkbox"/> Psychosocial Profile
<input type="checkbox"/> Functional Profile
<input type="checkbox"/> Functional Assessment Summary
<input type="checkbox"/> Health Behaviours

Click on the black arrow/triangle to the left of the profile name to open each section and complete the form as required.

SCoTT profiles listed with **[Required]** next to the name are the minimum requirements for a referral to the selected service. When completed, the profile will be listed with **[Included]** next to its name.

5.3.4 Service Specific Forms

Two additional online forms are available for specific Services, Personal Alert Victoria and Part B Carer Referral Form. These standard forms can be accessed and completed in exactly the same way as the SCoTT Forms.



5.3.5 Record of Consent

Mark the consent tick box to indicate that you have received consent from the consumer to make this referral on their behalf.

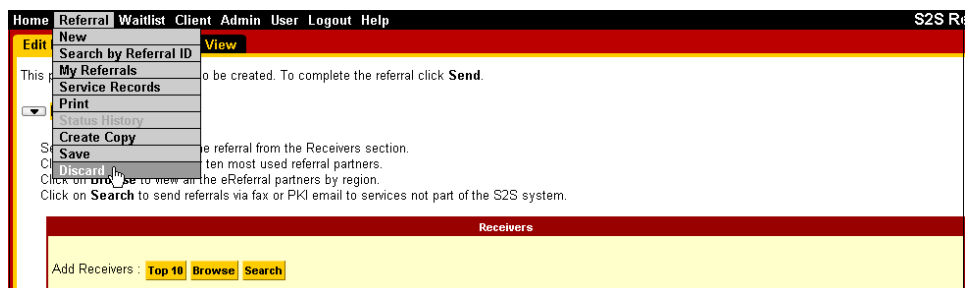
5.3.6 Completing the Referral

Click on the **send** button at the bottom of the screen to complete the sending process.

Draft Tab

The **Draft** tab lists referrals that you have started, but not sent. From this area, a referral may be completed and sent or it may be discarded. To complete and send the referral click on the referral from the draft tab and complete the steps above, see 5.3 *Sending the Referral*. To discard a referral, follow the steps below:

- 1 Click on a referral in the draft tab.
The Edit Referral page will be displayed.
- 2 Click on **Referral** from the menu bar.
- 3 Select **Discard** from the drop down menu options.



6. PROCESSING INCOMING REFERRALS

All new incoming referrals will be shown with a status as **new**. The first step in processing a referral is to change the status to **acknowledged**. Further status changes may then be made to reflect where a referral is in the system.

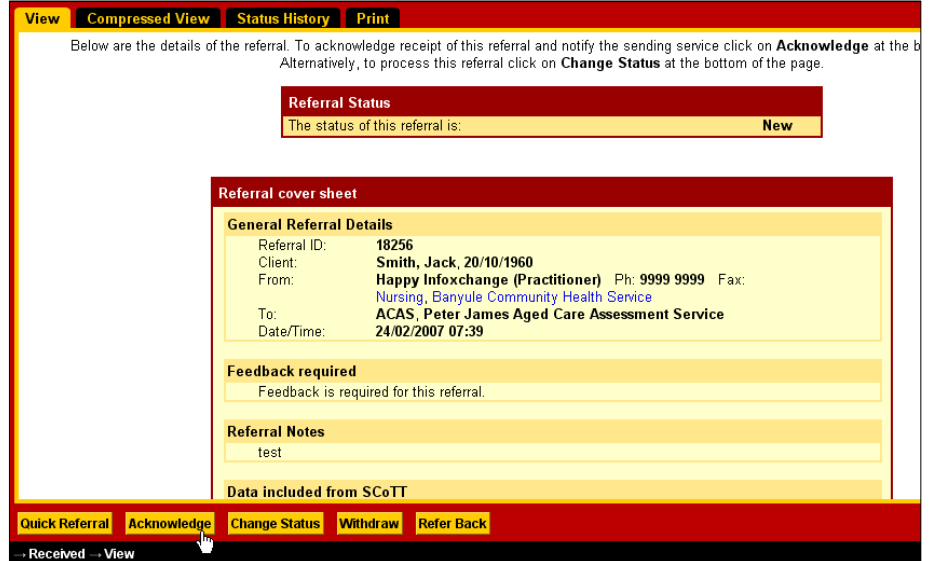
The referring agency will be notified of changes to a referral's status if feedback has been requested.

REFERRAL ID	CLIENT	DATE/TIME	STATUS
10012	CHRIS, Tarrant	15/06/2006 12:05	NEW
9630	WOLF, Peter	07/06/2006 14:58	NEW

6.1 Acknowledging Incoming Referrals

- 1 Click on a referral with a status set as **New**.
- 2 Click on the **Acknowledge** button at the bottom of the page.
- 3 Add any notes that may indicate to the sender how you plan to deal with the referral.
- 4 Click on **Next**.

*The status of the referral will now be set to **Acknowledged**.*



The screenshot shows a web interface for managing referrals. At the top, there are navigation tabs: View, Compressed View, Status History, and Print. Below the tabs, a message states: "Below are the details of the referral. To acknowledge receipt of this referral and notify the sending service click on **Acknowledge** at the bottom of the page. Alternatively, to process this referral click on **Change Status** at the bottom of the page."

A "Referral Status" box indicates: "The status of this referral is: **New**".

The main content area is titled "Referral cover sheet" and contains the following sections:

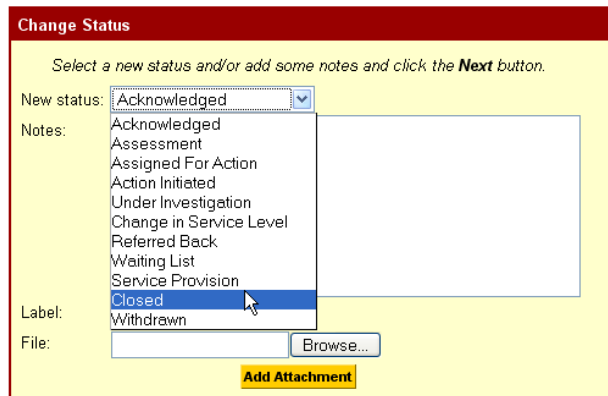
- General Referral Details:**
 - Referral ID: 18256
 - Client: Smith, Jack, 20/10/1960
 - From: Happy Infoxchange (Practitioner) Ph: 9999 9999 Fax: Nursing, Banyule Community Health Service
 - To: ACAS, Peter James Aged Care Assessment Service
 - Date/Time: 24/02/2007 07:39
- Feedback required:** Feedback is required for this referral.
- Referral Notes:** test
- Data included from SCoTT:**

At the bottom of the interface, there are several action buttons: Quick Referral, Acknowledge (highlighted with a mouse cursor), Change Status, Withdraw, and Refer Back. Below these buttons, it says "Received - View".

6.2 Changing the Status of Incoming Referrals

To further process this referral, follow the steps below:

- 1 Click on the referral from either the **Incoming** tab or **Open** tab.
- 2 Click on the **Change Status** button.
- 3 Select the status from the drop down list.
- 4 Add any notes.
- 5 Attach any extra information if applicable.
- 6 Click on the **Next** button.



Change Status

Select a new status and/or add some notes and click the **Next** button.

New status: Acknowledged

Notes:

Label:

File:

This referral will now only be visible in the **Open** tab from where you can further process or close the referral. Once a referral is closed, the information will be visible from the **Service Records** area.

*Note: If you receive referrals via a referral coordinator or service coordinator, the status in your incoming area for new referrals will already be **Allocated**.*

6.2 Sender Notes

If a referral that you have received has the words **Sender Notes** in red after the status of the referral, the sender has added extra notes associated with the referral after it has been sent. See section 7.3 for more information on Sender Notes. Follow the steps below to view and process sender notes for a referral.

REFERRAL ID	CLIENT	DATE/TIME	STATUS
18417	Antiles, Arthur, 29/04/1931	02/05/2007 14:40	NEW : SENDER NOTES
18412	Smith, Barbara, 09/07/1918	01/05/2007 14:17	NEW
18115	Brown, Mat, 12/12/1990	04/04/2007 16:45	ACKNOWLEDGED

- 1 Click on a referral marked with **Sender Notes** next to the status.
The referral will be displayed with the most recent notes at the top of the page in the "Referral Status" box.
- 2 To view any associated attachments or previous notes click on the **Status History** tab.
All sender notes will be listed sequentially on the "Status History" page.
- 3 To complete the process, click on the **View** tab
The referral will once again be displayed.
- 4 Add any comments or feedback in the space provided if relevant.
- 5 Click the **Acknowledge Sender Notes** button.

Referral Status

The status of this referral is: **Service Provision**
 The latest notes associated with this referral are:
 This client has has an ACCR completed recently. Please see attachment
 Use this text area to add any acknowledgement notes

Acknowledge Sender Notes

*The **Change Status** button will now appear at the bottom of the page, allowing the referral to be processed further.*

Note: Steps 3 to 5 are not relevant if a referral has a status of "New".

7. MONITORING SENT REFERRALS

The **Sent** tab is used to store sent referrals that are awaiting acknowledgement by either your service or the receiving service. When both parties have acknowledged the referral it will not be visible in this area. To avoid a build up of referrals in the sent tab, it is advisable to acknowledge changes made by the receiving service.

If you have chosen to receive feedback when sending a referral, the referral will appear here each time a status has been changed by the receiving service.

7.1 Acknowledging Feedback

- 1 Click on a referral in the sent tab that has a status other than 'new'.
The referral will be displayed with the current status and associated notes at the top of the page.
- 2 Add any notes in response to the status change.
- 3 Click on **Acknowledge Feedback**.

This referral will disappear from the sent tab and re-appear only when the receiver makes a change to the status.

Referral Status

The status of this referral is: **Assigned For Action**

Use this text area to add any acknowledgement notes

Acknowledge Feedback

7.2 Viewing Service Records

To view a comprehensive list of referrals sent or received by your service follow the steps below:

- 1 Go to **Referral** in the top menu bar.
- 2 Click on **Service Records**.
- 3 Select either **Sent** or **Received**.

A list of all sent or received referrals for your service will be displayed.

Home Referral Waitlist Client Admin User Logout Help					
SCo					
New					
Search by Referral ID					
My Referrals			Service records - Sent		
Service Records			SCoTTs		
Search			Sent		
Print			Received		
STATUS					
DATE/TIME					
TO					
11	Deanna, 12/09/1977	19/07/2006 10:38	Paediatric Occupational Therapy, Banyule Community Health Service		NEW
11	Deanna, 12/09/1977	19/07/2006 10:38	Aged Care Inpatient Physiotherapy, Austin Health, Austin Hospital		NEW
11360	HORNSBY, Deanna, 12/09/1977	19/07/2006 10:38	Respite Care, Banyule City Council		NEW

7.3 Adding a Note to a Sent Referral

This functionality allows you to append additional information to the referrals you've sent. For referrals sent via the system, this is useful if information or attachments important to the referral come to light after it has been sent, or if they were simply forgotten in the first place. A notification email will be sent to the receiver to inform them of your amendments. For referrals sent by fax or PKI email, this can be used to make notes regarding the progress of the referral or to record any other information necessary for your own purpose. Follow the steps below to add a note to a sent referral.

- 1 Click on a referral in the sent tab.
The referral will be displayed.
- 2 Click on the **Add Note** button at the bottom of the page.
The 'referral add note' page will be displayed.
- 3 Add any notes or attachments associated with the referral. (See section 5.3.3 for instructions on how to attach documents).
- 4 Click on the **Next** button.

You will then be returned to the view page where your notes will be displayed in the "Referral Status" box at the top of the page. The notes and any attachments will also be available from the "Status History" page. This process can be repeated any number of times.



The screenshot shows a web interface for managing referrals. At the top, there are navigation tabs: **View**, **Compressed View**, **Status History**, and **Print**. Below the tabs, a message reads: "Below are the details of the referral. To withdraw this referral click on Withdraw at the bottom of the page." A **Referral Status** box indicates "The status of this referral is: **New**".

The main content area is titled **Referral cover sheet** and contains the following information:

General Referral Details	
Referral ID:	18396
Client:	Smithers, Barry, 03/02/1952
From:	Happy Infochange (Case manager) Ph: 9999 9999 Fax: 3545544563454 Community Aged Care Packages (CACP), Southern Cross Care (Vic)
To:	Multimedia Services, Infochange Australia
External:	PKI email: pki-referral@infochange.net.au
Date/Time:	01/05/2007 13:54

Below the details, there are two sections:

- Priority**: This referral has a priority of. Urgent
- Feedback required**: Feedback is required for this referral.

At the bottom of the interface, there are three buttons: **Quick Referral**, **Withdraw**, and **Add Note**. A mouse cursor is shown clicking on the **Add Note** button.

8. REPORTS

Reports may be generated by any user with a role in the system. The following reports types may be generated:

- **Sent and Received Referrals**

This report shows the monthly number of referrals sent and received by your service.

- **External Referrals**

This report shows the monthly number of fax or PKI email referrals sent by your service.

- **Allocated Referrals**

This report shows the number of referrals allocated to each user in the service at the time of the report.

- **Response Time**

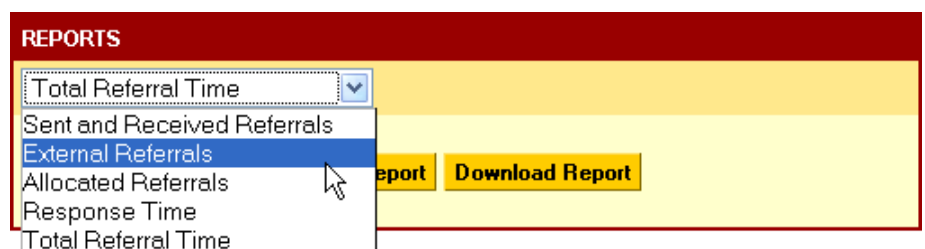
This report shows the average, minimum and maximum time it took for another service to respond to a referral your service sent, for each month.

- **Total Referral Time**

This report shows the average, minimum and maximum time it took for another service to close a referral your service sent, for each month.

8.1 Generating Reports

- 1 Go to **Admin** in the top menu bar.
- 2 Click on **Reports**.
The Reports page will be displayed.
- 3 Select the desired report type from the drop down menu.
- 4 Click on **View Report** (to view the report on-line) or **Download Report** (to export the report in Excel format).
The Report will be displayed.



9. SUPPORT HELPDESK

Password or system support is available via phone or email:

Monday to Friday: 8:30am - 5:30pm

Email: support@s2s.org.au

Phone: (03) 9418 7466

10. ELECTRONIC REFERRAL DEMO SITE

A demonstrational website has been created to allow system users to practice using the eReferral system and avoid errors being made on the real system.

The test site is located at <https://demo.s2s.org.au/> and can be accessed using one of the following usernames and passwords:

Username: happy
Password: infoxchange

Username: grumpy
Password: Infoxchange

11. TROUBLE SHOOTING

This section provides some solutions for common queries or problems that might arise whilst using the S2S Service Coordination Referral System.

11.1 Using the Back Button

Using the back button that is a part of the web browser will sometimes lead to system errors. Do not use this button, instead, it is recommended to navigate your way through the system using the available menu options, tabs or yellow buttons.

11.2 Scanning Documents

The following scanner settings are recommended when attaching a scanned document to a referral:

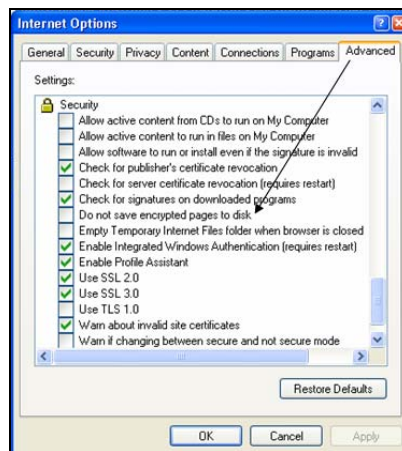
- Black & White image
- 72 - 200 dpi resolution

Note: Images scanned at more than 200 dpi will have its edges clipped when printed directly from the system. To effectively print such documents first save the file to the hard drive and then print.

11.3 Internet Explorer Speed Settings

Slowness may be experienced when using the S2S system as a result of incorrect Internet Explorer settings. Follow the steps below to adjust the setting:

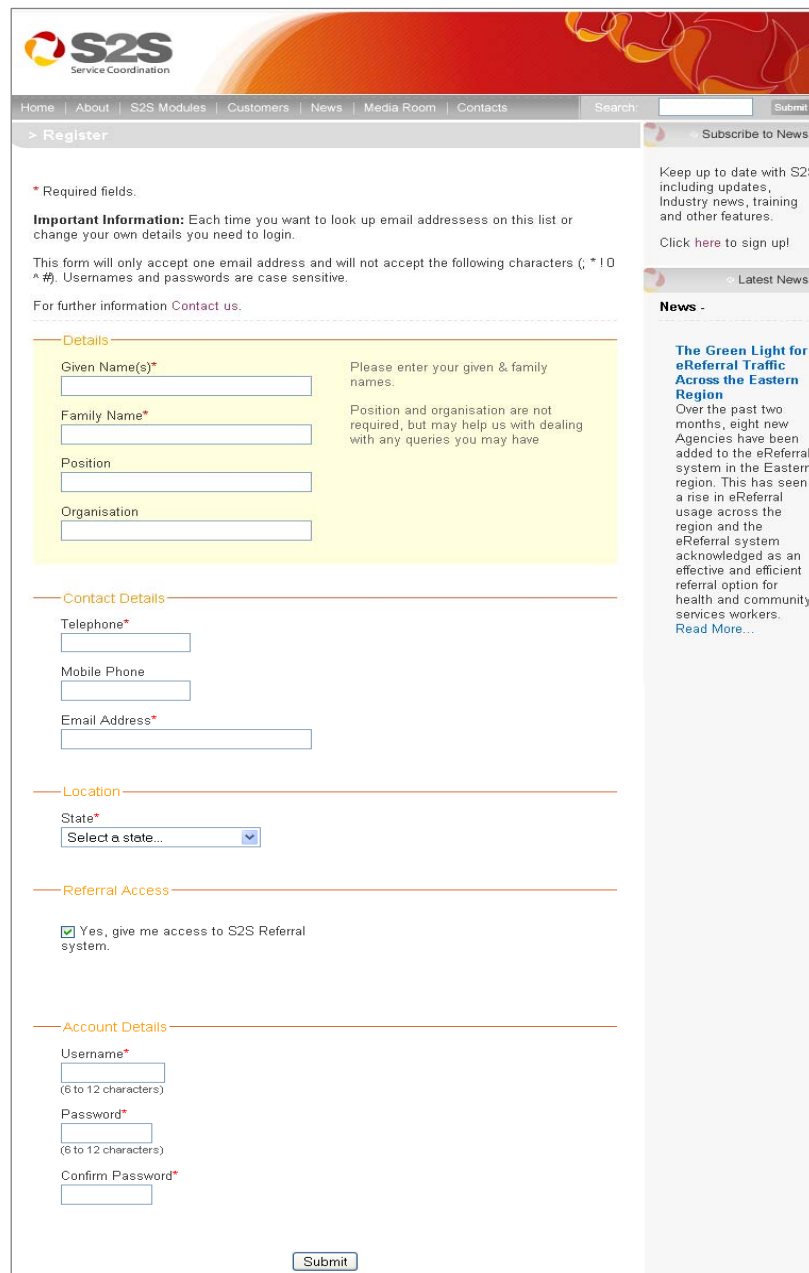
- 1 From the menu options on the browser select **Tools**, then **Internet Options**.
- 2 Click on the **Advanced** tab.
- 3 Scroll down until you see the **Security** setting.
- 4 Untick 'Do not save encrypted pages to disk'.



12. APPENDIX

12.1 User Registration Form

Below is an example of the on-line form that needs to be completed by all users before access to the system may be approved. See part 2. *Registering as a Member* for instruction on completing the form.



The screenshot shows the S2S Service Coordination website's registration page. The header includes the S2S logo and navigation links: Home, About, S2S Modules, Customers, News, Media Room, and Contacts. A search bar is also present. The main content area is titled 'Register' and contains the following sections:

- Required fields:** A note indicating that asterisks (*) denote required fields.
- Important Information:** A warning that email addresses on the list will change and that the system only accepts one email address per user. It also lists disallowed characters: (, * ! @ ^ #). Usernames and passwords are case sensitive.
- Details:** A section with a yellow background containing input fields for:
 - Given Name(s)*
 - Family Name*
 - Position
 - Organisation
- Contact Details:** Input fields for Telephone*, Mobile Phone, and Email Address*.
- Location:** A dropdown menu for State* with the option 'Select a state...'.
- Referral Access:** A checkbox labeled 'Yes, give me access to S2S Referral system.' which is checked.
- Account Details:** Input fields for Username* (6 to 12 characters), Password* (6 to 12 characters), and Confirm Password*.

A 'Submit' button is located at the bottom of the form. On the right side of the page, there are two sidebar sections: 'Subscribe to News' with a link to sign up, and 'Latest News' featuring an article titled 'The Green Light for eReferral Traffic Across the Eastern Region'.

12.2 Email Notifications

Below is an example of an email notification of a new incoming referral.

Subject: [REF:42995] Referral Notification

** The ID for this referral is: 12345 **

A new referral has been sent to the following agency and service:

Agency: Monash City Council

Service: Property Maintenance (HACC) (Home Maintenance)

Use the following link to connect to the system:

https://eastern.s2s.org.au/referral/view_details.html?docid=12345

Below is an example of an email notification of a change in status for a sent referral.

Subject: FW: [REF:36979] Referral Status Change

** The ID for this referral is: 36979 **

The referral you sent matching the details below has been updated to a status of: Referred Back

Referral details:

Receiver: Agency: Monash City Council
Service: Property Maintenance (HACC)

Sender: Agency: MonashLink Community Health Service
Service: Allied Health Service: Occupational Therapy
Role: Allied health practitioner

You can use the following link to connect to the system:

https://eastern.s2s.org.au/referral/view_details.html?docid=12345

12.3 Information Access Guidelines

The privacy and consent principles underlying the Electronic Service Coordination System (ESCS) are that the information necessary to provide the most appropriate health/community services may only be accessed (with consumer consent) in order to provide the:

- Right information
- To the right people
- For the right reason
- In the right way
- At the right time.

12.4 Information Access Levels

To facilitate service coordination while safeguarding privacy consumers are asked (for a given referral) to give consent for access to information at one of the following levels:

Information Access Level	Information Accessible to Direct Referral Recipient	Information Accessible to Other Providers (with consumer consent)	Service Coordination Levels
Standard	All referral information sent directly to service	All information and attachments can be accessed by practitioners subject to consumer consent.	High
Limited	All referral information sent directly to service	The consumer identification, sending and receiving services, the sending practitioner, the referral date/time, the current status, service start and end dates and the most recent feedback or outcome.	Medium
Sender/ Receiver only	All referral information sent directly to service	The referral is only visible to sender and receiver and other parties cannot see that a referral has been made.	Extremely Limited

12.5 Information Access Level Setting and Consent Procedures

1. To make a referral using the Electronic Service Coordination System (ESCS), agencies must obtain consent to do so from consumers. This consent is to be recorded on the Consumer Consent to Share Information form, the document used for general referral consents. This form should be completed in the usual manner including providing privacy information but consents relating to use of ESCS must also be recorded on this form as outlined below.
2. Practitioners should ascertain the appropriate Information Access Level using the bold text laid down on the Consumer Privacy and Consent Information Sheet. A copy of that sheet should be given to the consumer/care/interested person if requested. If the consumer/carer requests further information or if the practitioner believes it should be provided, explain fully the 'Limited' and 'Sender/receiver only' levels. The Privacy and Consent Information Booklet contains the necessary detailed information. Note that selecting the Information Access Level is the prerogative of the consumer.
3. Consent to use ESCS to make the referral and access the system must be obtained. Verification that this has been done should be recorded by entering 'ESCS' into the third column of Section 1 of the Consumer Consent to Share Information form.
4. In addition, the Information Access Level selected by the consumer for a particular referral must be entered in this column i.e. Standard, Limited or Sender/receiver only.
5. The entry in the third column might therefore be: ESCS – Standard. Any other limitations on the use of ESCS should also be recorded at that point.
6. A *Consumer Consent to Share Information* form remains current and valid for a single episode of care constituting the primary purpose for which information was collected or a directly related secondary purpose the person would reasonably expect.
7. If it is decided that a referral is necessary subsequent to completion of the initial Consumer Consent to Share Information, practitioners should review the contents of that form and, if the situation is already covered, proceed with the referral in accordance with the stated wishes of the consumer.
8. If an existing, current Consumer Consent to Share Information form does not cover the referral in question, a new form must be completed. Again, the practitioner will record the decision by the consumer on general use of ESCS and Information Access Levels.
9. Note that when a practitioner checks a consent box in ESCS, this constitutes permanently recorded confirmation that the practitioner has taken the necessary steps to obtain consumer consent (written, verbal or given by an authorised person on behalf of the consumer).
10. A hard copy of all Consumer Consent to Share Information forms should be retained by the sending agency and a copy must be given to the consumer if requested.

12.6 Obtaining Consent

Practitioners provide consumers with the following brief, simple verbal information on interview (much more detailed information can be provided on request or if the practitioner considers a more detailed explanation to be necessary):

1. **To provide the best possible service, I would like to make referrals to using our electronic referral system. Do I have your consent to do this?**
2. **In the future, services wanting to access this information may only do so with your consent. Are you happy for practitioners who have your consent to access all the information in this referral? [*Standard Information Access Level*]**
 - If the consumer has any reservations and/or does not consent to use of the Electronic Service Coordination System (secure web-based electronic referral), then alternative but less satisfactory ways of making the referral are available and the consumer must be advised of these.
 - If the consumer has any reservations and/or does not consent to the 'Standard' Information Access Level, the more restrictive 'Limited' and 'Sender/receiver only' Information Access Levels must be explained.

12.7 DHS Consumer Consent to Share Information Form

Below is the DHS Consumer Consent to Share Information form, used to obtain consumer consent when sending referrals via the eReferral system. Use Section 1 of this form to define the level of access for a referral that is being sent.

Consumer Consent to Share Information

To record freely given informed consumer consent to share their information with a specific agency/ies for a specific purpose/s.

Consumer

Name: Homer Simpson

Date of Birth: dd/mm/yyyy 12 / 12 /1981

Sex: male

UR Number: 1234

or affix label here

Section 1: Proposed Information Uses and Disclosures

The following service(s) are recommended. It is also recommended that relevant information is forwarded to the agency(s) that provide these services, in order that consumers receive the best possible care.

Service Type <small>Code:</small> Examples: – Physiotherapy – Specialist consultant	Name of Agency Examples: – Any agency – Nominated clinic	Type of Information (<i>including limits as applicable</i>) Examples: – All relevant information – Test results only
Physiotherapy	Somewhere clinic	eReferral - Standard
Podiatry	Another clinic	eReferral - Limited
Drug and alcohol withdrawal	Bandwagon clinic	eReferral – Sender/receiver only

Note – Only Section 1 of the consent form is displayed here, please refer to www.s2s.org.au to access the complete document.