



**SeNTReferrals**



# SeNT Referrals

## User Manual

SOUTH EAST MELBOURNE PHN



**BPAC**  
clinical solutions

**Version 1.4**

May 2021

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### Important Notice

The SeNT Referral is not a substitute for clinical judgement which must be exercised in each consultation in which SeNT Referrals is used.

SeNT Referrals utilises information extracted from the patient's record in the clinical software in use during the consultation. SNOMED CT coded information is held for the specialities and conditions. The efficacy of Sent Referrals in capturing valid patient data depends on the clinical software being complete and accurate.

### Document History

Author	BPAC Clinical Solutions LP
Version	1.4 – SE Melbourne
Created	December 2020
Revised	May 2021

## 1. Introduction

This manual provides an overview of the functionality within the SeNT Referrals application and the various components within this decision support tool.

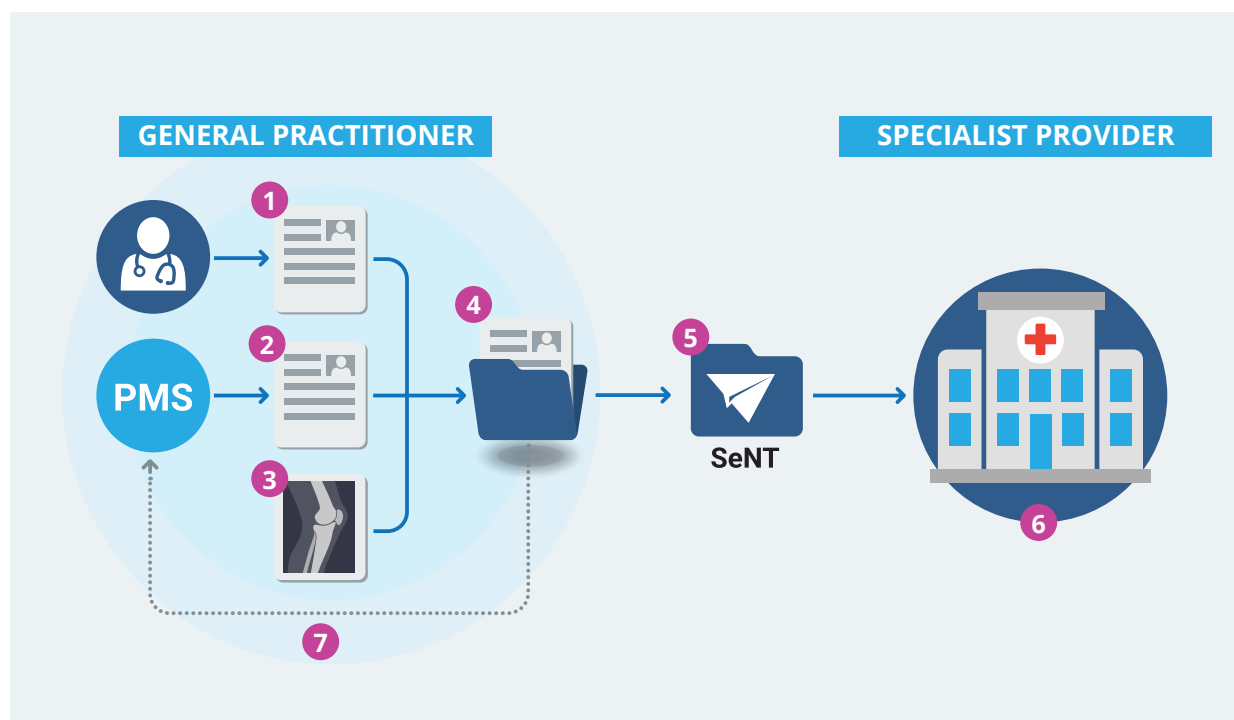
The SeNT Referrals module has been developed in New Zealand by BPAC Clinical Solutions in partnership with the South East Melbourne PHN.

## 2. Overview

This document is intended to assist users and trainers of the SeNT Referrals product. SeNT Referrals has in-built referral management capability designed to make life easier for healthcare professionals, and to improve the quality of referrals.

The referral consists of a generic form and condition specific clinical information – these are auto-populated forms with standard information about the patient, clinical information, and the referrer. The form requires the referring clinician to input relevant patient information before the referral can be sent.

SeNT Referrals has been designed to assist referring clinicians to maintain standards endorsed by state, national and international guidelines. When the referral is complete, the referral is converted into a PDF and written back to the patient's record in the clinical software.




**FIGURE 1:** The SeNT Referral process. **1** Clinician selects a specialist provider and inputs patient specific details on the referral form. **2** Form is auto-populated with standard information about the patient and referrer from the Patient Management System (PMS). Clinician can also include additional clinical information such as patient history and current medications, directly from the PMS. **3** If required, additional supporting documents can be added as an attachment. **4** The completed referral form **5** is securely transferred electronically by SeNT **6** to the specialist provider. **7** A copy of the referral is also written back to the PMS in a PDF format for inclusion in the patient's records.

### 3. Launching SeNT Referrals

Before launching SeNT Referrals, ensure that the clinical software is open and a patient record is open.

#### 3.1 Launch in Medical Director

1. Open **Medical Director** and select a patient.
2. In the Medical Director sidebar click the **SeNT Referral** button in the SeNT Referrals widget (FIGURE 2).
3. SeNT Referrals will open in a new window.

If the **SeNT Referral** button is not visible the sidebar is collapsed. Click the SeNT Referrals icon  to expand the sidebar then launch SeNT Referrals using the **SeNT Referral** button.

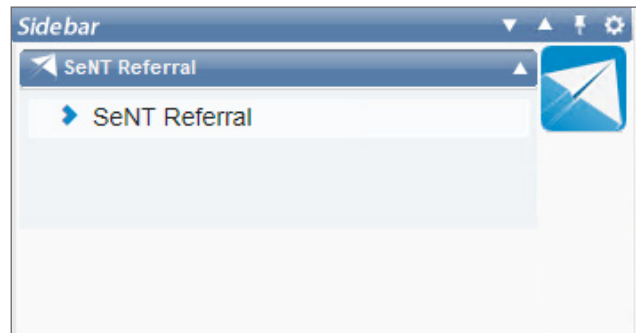




FIGURE 2: SeNT Referrals button in Medical Director

#### 3.2 Launch in Bp Premier

1. Open **Bp Premier** and select a patient.
2. Launch the SeNT Referrals application from Bp Premier, from your desktop or from the windows start menu.
3. Click the SeNT Referrals button in the client (FIGURE 3).

To launch the SeNT Referrals application from the desktop, double click the SeNT Referrals icon .

To launch the SeNT Referrals application from Bp Premier (versions indigo and above), click the SeNT Referrals icon  in the tool bar.

Once open, the application will appear in the Windows toolbar, see FIGURE 4.

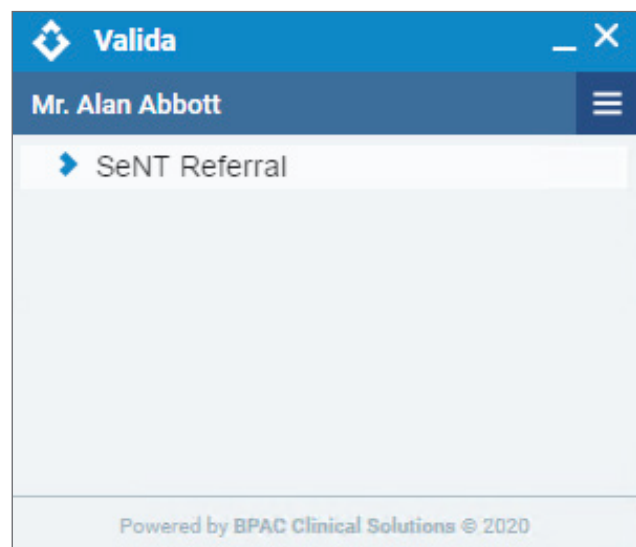


FIGURE 3: SeNT Referrals application

### 4. Certificates

Certificates are used to authenticate that a user belongs to their practice. SeNT Referrals will prompt for a certificate when opened.

Your practice may have multiple certificates installed, for SeNT Referrals select the certificate that begins with **general.800...**, (FIGURE 5) and click **OK**.

If you are not prompted for a certificate, then only one is installed on your computer. This has been selected by default and SeNT Referrals is ready to use.


 For any certificate issues, contact your practice manager or IT support.



FIGURE 4: SeNT Referrals icon in the windows toolbar

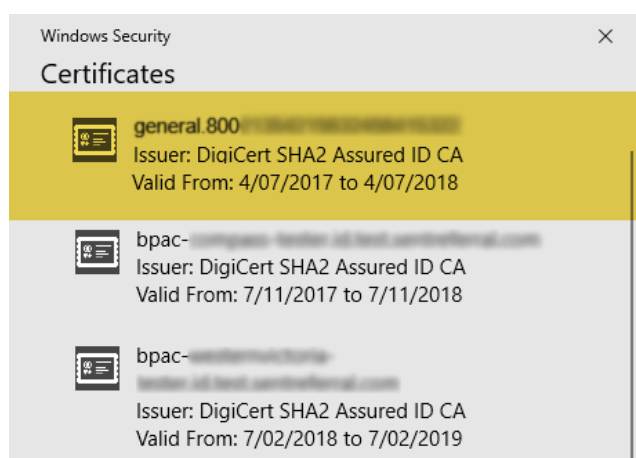


FIGURE 5: SeNT Referrals certificate prompt

## 5. The SeNT Referrals form

### 5.1 Form sections

The SeNT Referrals form is divided into the following sections:

- Referral information
- Specialty clinical information
- Clinical information
- Patient information
- Insurance information
- Referring GP's information
- Attachments

The referral information section is open by default while all other sections are closed. To open or close a referral section, click anywhere on the blue title bar, see **FIGURE 6**.

The screenshot shows the SeNT Referral form interface. At the top, the patient name is 'Earl John Fred Smith' and the date of birth is '21 Feb 1980'. The 'Referral information' section is expanded, showing fields for 'Referral date' (4 May 2021), 'Priority' (Urgent/Routine), 'Specialty and condition' (Search for specialty or condition), 'Organisation/Service/Location' (Please select a Specialty and condition first), 'Provider name' (Please select Location first), 'Referral type' (New referral/Clinical update/MBS update), 'Reason for referral' (Establish a diagnosis, provide clinical assessment, or inform a treatment plan; Specialist treatment or intervention; Partnership care between the patient, GP and health service; Other), 'Referral length' (12 months/Indefinite), 'Suitable for Telehealth?' (Yes/No), 'Are you the patient's usual GP?' (Yes/No), and 'Date patient consented to referral' (04 May 2021). Below the 'Referral information' section are collapsed sections for 'Clinical information', 'Patient information', 'Insurance information', 'Referring GP's information', and 'Attachments'. At the bottom, there are buttons for 'Submit', 'Cancel', 'Refresh', and 'Missing fields 5'. The footer indicates 'Powered by BPAC Clinical Solutions © 2021'.

**FIGURE 6:** The initial view for the SeNT Referral form. To open or close any referral section, click on the blue title bar.

## 5.2 Referral provider

To find a provider, start typing in the 'Specialty and condition' field relating to the specialty needed or the patient's condition. As you type, options will appear in the drop down list. Select the appropriate option.

The screenshot shows the 'SeNT Referral' form for patient Earl John Fred Smith (DOB: 21 Feb 1980). The 'Referral information' section is active. The 'Specialty and condition' field has a dropdown menu open, showing a list of specialties and conditions. The dropdown is organized into two columns: 'General Medicine/Geriatrics' and 'Geriatric and General'. The 'General Medicine/Geriatrics' column lists 'General Surgery' three times. The 'Geriatric and General' column lists 'Hepato-biliary and pancreas', 'Upper Gastrointestinal Surgery', 'Oesophago-Gastric Surgery', and 'Breast and Endocrine Surgery'. Other fields in the form include 'Referral date' (4 May 2021), 'Priority' (Urgent/Routine), 'Referral type' (12 months/Indefinite), 'Suitable for Telehealth?' (Yes/No), 'Are you the patient's usual GP?' (Yes/No), and 'Date patient consented to referral' (04 May 2021). The bottom of the form has buttons for 'Submit', 'Cancel', 'Refresh', and 'Missing fields 5'. The footer indicates 'Powered by BPAC Clinical Solutions © 2021'.

FIGURE 7: Selection of specialty and condition to determine associated providers.







Once you have selected the specialty and condition, options will appear in the 'Organisation/Service/Location' drop down. Choose the appropriate option.

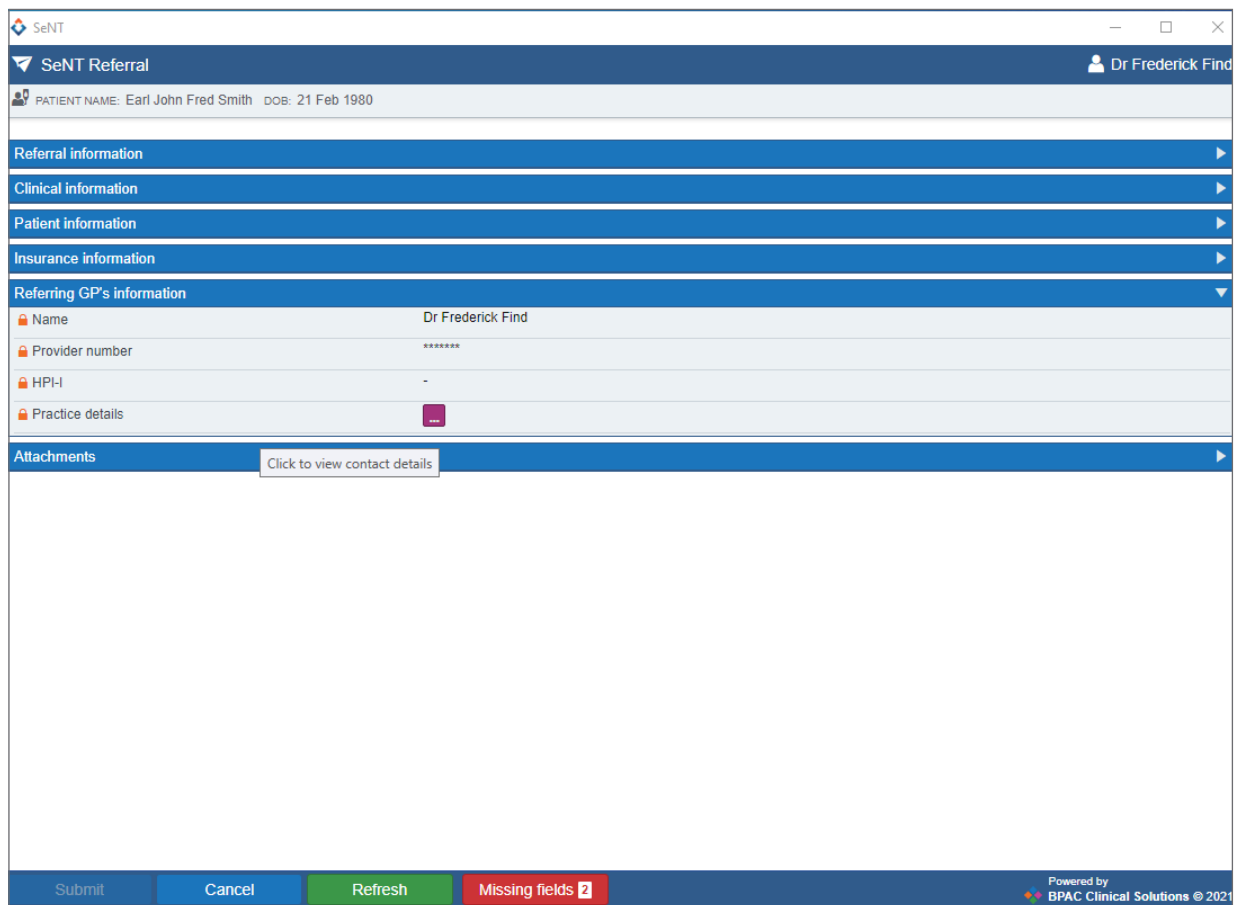
You will then be presented with options in the 'Provider name' drop down list to select from (FIGURE 8).

The screenshot shows the 'SeNT Referral' form for patient Earl John Fred Smith (DOB: 21 Feb 1980). The 'Referral information' section is active. The 'Specialty and condition' field now shows 'General Surgery - Breast Clinic'. The 'Organisation/Service/Location' field has a dropdown menu open, showing a list of organizations: 'Alfred Health', 'Oncology Breast Clinic Alfred', and 'Alfred Hospital'. The 'Provider name' field has a dropdown menu open, showing a list of providers: 'Please select a provider', 'Mr Roger Wale', and 'Professor Jonathan Serpell'. The 'Referral type' field now shows 'Clinical update' and 'MBS update'. The 'Reason for referral' field has radio buttons for 'Establish a diagnosis, provide clinical assessment, or inform a treatment plan', 'Specialist treatment or intervention', 'Partnership care between the patient, GP and health service', and 'Other'. Other fields in the form are the same as in Figure 7. The bottom of the form has buttons for 'Submit', 'Cancel', 'Refresh', and 'Missing fields 5'. The footer indicates 'Powered by BPAC Clinical Solutions © 2021'.

FIGURE 8: Selecting a provider from the dropdown list.

### 5.3 Form icons

-  An asterisk indicates a mandatory field. The form will not submit until all of these fields have been completed. When a field is complete the asterisk will change from red to green.
-  A padlock indicates a field that has been populated from the clinical software, and is not editable within the form. To edit, the field must first be updated within the clinical software. Clicking 'Refresh' in SeNT Referral will pull the updated information into the form.
-  A link that directs to a location on the form.
-  A link that directs to an external location, opening in a new window.
-  The information button indicates details are available that are too large for the form body. Clicking on this opens a popover containing further details, for example contact information (see **FIGURE 9**).
-  An info icon indicates there is helpful or important information related to the field. When hovered on, the information is displayed in a tooltip.



The screenshot shows the 'SeNT Referral' form for patient 'Earl John Fred Smith' (DOB: 21 Feb 1980). The form is divided into several sections: 'Referral information', 'Clinical information', 'Patient information', 'Insurance information', and 'Referring GP's information'. The 'Referring GP's information' section is expanded, showing fields for 'Name' (Dr Frederick Find), 'Provider number' (\*\*\*\*\*), 'HPI-I' (-), and 'Practice details'. The 'Practice details' field has a purple square icon with three dots, which has triggered a popover showing 'Click to view contact details'. At the bottom of the form, there are buttons for 'Submit', 'Cancel', 'Refresh', and a red button labeled 'Missing fields 2'. The footer indicates the form is 'Powered by BPAC Clinical Solutions © 2021'.

**FIGURE 9:** Popover showing additional information



## 6. Specialty clinical information

Conditions and specialties may have a section for **Specialty clinical information** (FIGURE 10). This section is triggered by the selection of the specialty and condition in the referral information section, see FIGURE 7.

SeNT Referral

PATIENT NAME: Mr. Alan Abbott DOB: 30 Jun 1945

Dr John Smith

**Specialty clinical information**

**Exclusion criteria**

For any referral to the Endocrinology (Diabetes) Department please review the [Diabetes Referral Guidelines](#)

This service does not routinely offer treatment for the following:

- Patients with well controlled diabetes
- Patients requiring diabetes education or dietitian assessment can be seen in the Caulfield Community Health Service Type 2 Diabetes clinic.
- Referrals for dietary and exercise advice, or blood pressure and lipid assessment alone
- Referrals where the primary problem requiring attention is not directly related to diabetes
- Patients who are being treated for the same condition at another Victorian public hospital
- Patients with impaired glucose tolerance only, those with diabetes well controlled on diet alone or Type 2 diabetes with good control and without complications
- Children under the age of 18 years are not routinely seen at The Alfred.

Does this patient meet this triage criteria? ☒ Yes ☐ No

**Emergency**

The following conditions are considered an Emergency

- Serious metabolic derangement or diabetes complication that is left untreated would lead to the need for hospitalisation, or which requires immediate hospitalisation.

Examples:

- Newly diagnosed Type 1 with or without urinary ketones present
- Decompensated Type 1 or Type 2 diabetes with strongly positive urinary ketones present, dehydration or vomiting
- Acutely decompensated Type 1
- Foot ulcer with infection

Is the patient being referred for any EMERGENCY conditions? ☒ Yes ☐ No

**FIGURE 10:** Specialty clinical information section. In this example this section appears as "Endocrinology (Diabetes)" has been chosen in the Specialty and condition field.

The content of the section may change based on the chosen specialty and/or condition. Some specialties and conditions may not require condition specific clinical information, therefore the section will contain a generic referral letter input.

After firstly searching for a **specialty and condition**, if you're unable to locate the condition you require, you can type the word 'general' and locate the associated specialty. It is important to ensure all search options are exhausted before using this 'general' option as general referrals will *not* contain the inbuilt condition specific referral templates.

**FIGURE 11:**  
Endocrinology  
(Diabetes) clinical  
information form  
showing condition  
specific information

SeNT Referral

PATIENT NAME: Mr. Alan Abbott DOB: 30 Jun 1945

Dr John Smith

**Specialty clinical information**

**Exclusion criteria**

For any referral to the Endocrinology (Diabetes) Department please review the [Diabetes Referral Guidelines](#)

This service does not routinely offer treatment for the following:

- Patients with well controlled diabetes
- Patients requiring diabetes education or dietitian assessment can be seen in the Caulfield Community Health Service Type 2 Diabetes clinic.
- Referrals for dietary and exercise advice, or blood pressure and lipid assessment alone
- Referrals where the primary problem requiring attention is not directly related to diabetes
- Patients who are being treated for the same condition at another Victorian public hospital
- Patients with impaired glucose tolerance only, those with diabetes well controlled on diet alone or Type 2 diabetes with good control and without complications
- Children under the age of 18 years are not routinely seen at The Alfred.

Does this patient meet this triage criteria? ☒ Yes ☐ No

**Emergency**

The following conditions are considered an Emergency

- Serious metabolic derangement or diabetes complication that is left untreated would lead to the need for hospitalisation, or which requires immediate hospitalisation.

Examples:

- Newly diagnosed Type 1 with or without urinary ketones present
- Decompensated Type 1 or Type 2 diabetes with strongly positive urinary ketones present, dehydration or vomiting
- Acutely decompensated Type 1
- Foot ulcer with infection

Is the patient being referred for any EMERGENCY conditions? ☒ Yes ☐ No

**Urgent**

The following conditions are considered Urgent

Metabolic deterioration or complication that can be expected to deteriorate rapidly if not attended to

Examples:

- Acutely decompensated Type 2 diabetes without clear need for hospitalisation
- Newly diagnosed Type 2 diabetes with blood glucose levels consistently >15mmol/l
- Acute foot ulceration without active infection

Diabetes symptoms or complications severely impairing daily functioning or likely to rapidly lead to irreversible deterioration in health

Examples:

- Marked or symptomatic hyperglycaemia not responding to current therapy (ie BGL consistently >15mmol/l)
- Recurrent severe hypoglycaemia
- Painful neuropathy
- Nephropathy with deteriorating renal function
- Poorly controlled hypertension
- Deteriorating vision
- Preconception planning

Is the patient being referred for any URGENT conditions? ☒ Yes ☐ No

**Indications**

Indication

- ☐ Type 1 - newly diagnosed
- ☐ Type 1 - poorly controlled
- ☐ Type 1 or 2 with microalbuminuria or proteinuria
- ☐ Type 2 - newly diagnosed
- ☐ Type 2 - poorly controlled
- ☒ Recurrent severe hypoglycaemia
- ☐ Foot ulceration

Submit Cancel Refresh Missing fields 1

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## Completing this section

The condition specific information section features minimum referral criteria. You can also record essential referral information, attach pathology and test results, and record imaging and reports. See **FIGURE 12**.

**FIGURE 12:**  
Condition specific  
information

The screenshot displays the 'SeNT Referral' form for a patient named Mr. Alan Abbott, DOB: 30 Jun 1945. The form is titled 'SeNT Referral' and is associated with Dr. John Smith. The 'PATIENT NAME' and 'DOB' fields are populated. The 'Cushing's syndrome' section is active, showing a list of conditions: Cushing's syndrome (selected), Pheochromocytoma, and Renovascular hypertension. Below this, the 'Cushing's syndrome' section is expanded, showing a list of symptoms: Central obesity, Diabetes mellitus, Emotional lability, Hyperparathyroidism (checked), Muscle weakness, and Osteoporosis. A text box for 'Details, other relevant history and examination findings' is present. The 'Pathology results' section lists recommended investigations: U&E, Creatinine, Glucose, Urine free cortisol, Serum ACTH, and Serum cortisol. It also includes a section for 'Where systems allow these results will be auto-selected from the patient's electronic record for inclusion on this referral', listing the same tests. A section for 'Investigations have not been included because (if applicable)' lists: Investigations have been completed - awaiting report, Patient has been referred for these investigations, and Unable to complete investigations. A section for 'To manually attach pathology results and investigation reports, please click' includes a link to 'Go to the Attachments tab'. The 'Imaging & Investigation' section includes a link to 'Go to the Attachments tab' and a note to order imaging using 'The Alfred Radiology/Nuclear medicine referral form'. The 'Clinical Information' section is expanded, showing 'Progress notes'. At the bottom, there are buttons for 'Submit', 'Cancel', 'Refresh', and 'Missing fields 4'. The footer indicates 'Powered by BPAC Clinical Solutions © 2021'.

## 7. Including supporting information in a referral

### 7.1 Clinical information

The standard clinical information accordion will contain clinical data that has been pre-populated from the clinical software including:

- Progress notes
- Current medications
- Allergies
- Medical history
- Immunisations
- Observations

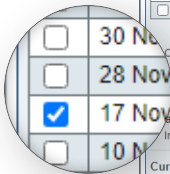
To send clinical data with a referral tick the adjacent checkbox, see **FIGURE 13**. If no information is displayed for any clinical data, update the records in the clinical software and click **Refresh**.

**IMPORTANT NOTE:** Only data with a tick in the checkbox will be included in the referral.

### Viewing clinical information

To view recent investigations and progress notes click **Show all** or **Show selected**. This will display the full item that is sent with the referral (**FIGURE 14**). To hide the full item click **Show none**.

**FIGURE 13:**  
The Clinical Information accordion. Select information to send with the referral by clicking on the check box next to an item.



SeNT

SeNT Referral

Dr Frederick Find

PATIENT NAME: Earl John Fred Smith DOB: 21 Feb 1980

Clinical information

Progress notes

▼

Date

Reason for visit

Show all Show selected Show none

3 May 2021

3 Nov 2020

4 Dec 2017

30 Nov 2017

28 Nov 2017

17 Nov 2017

Bilateral Broken clavicle

Reason for visit: Bilateral Broken clavicle

10 Nov 2017

Other notes

Warnings

Please review/edit and deselect if warnings not relevant to this referral.

Include warnings?

Current medications

No current medications on record

Allergies/adverse reactions

Please update allergies/adverse reactions in your Clinical Software.

Past medical history

Please review and select medical history items from the table or use checkbox to indicate no relevant medical history for this referral.

No relevant medical history

1 of 1 items displayed

▼

Date

Condition

Description

25 Aug 2004

Broken clavicle

Immunisations

Please update immunisations in your Clinical Software.

Investigation results

▼

Date

Test name

Show all Show selected Show none

26 Aug 2011

CI-COAG

Submit Cancel Refresh Missing fields 1

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**FIGURE 14:**  
Investigation notes. Click on **Show all** or **Show Selected**

SeNT

SeNT Referral

Dr John Smith

PATIENT NAME: Mr. Alan Abbott DOB: 30 Jun 1945

31 Dec 2004 Comvax

Investigation results

▼

Date

Test name

Show all Show selected Show none

26 Aug 2011

ED-GLYCOSYLATED HB A1C

ABBOTT, ALAN

MEDICAL CENTRE, BURNIE. 7320

Birthdate: / / Sex: F Medicare Number:

Your Reference: Lab Reference: 13526812-C-E410

Laboratory: SONIC PATHOLOGY

Addressee: DR FREDERICK FINDACURE Referred by: HAEMATOLOGY

Name of Test: ED-GLYCOSYLATED HB A1C

Requested: 01/09/2006 Collected: 01/09/2006 Reported: 26/08/2011 16:24

HB A1c

6.7 H %

( 4.0 - 6.0 ) #

Please note reference ranges apply to Adults

Comments on Lab Id: 13526812

American Diabetes Association recommends a target of <7.0% HbA1c and if >=8.0% HbA1c re-evaluation of therapy. HbA1c values may not accurately reflect the mean glucose level in patients with some Hb variants or shortened red cell survival.

CA

Tests Completed: HbA1c

Tests Pending :

Sample Pending :

Observations

Height

184 cm (13 Jan 2012)

Weight

110 kg (22 Apr 2020)

BMI (kg/m²)

34 (13 Jan 2012)

Submit Cancel Refresh Missing fields 4

Powered by BPAC Clinical Solutions © 2020

**FIGURE 15:**  
An example of other clinical data that has been pre-populated from the clinical software.

The screenshot shows the 'SeNT Referral' form for patient Earl John Fred Smith (DOB: 21 Feb 1980). The form is divided into several sections:

- Investigation results:** A table with columns 'Date' and 'Test name'. One entry is visible: 26 Aug 2011, CI-COAG.
- Observations:** A list of clinical measurements:
  - Height: 184 cm (3 May 2021)
  - Weight: 110 kg (3 May 2021)
  - BMI (kg/m²): 32.5 (3 May 2021)
  - Blood pressure: 130/90 (3 May 2021)
- Social history:** Includes a 'Has a carer' section with 'Yes' and 'No' buttons, and a text field for 'Other social history'.
- Family history:** Includes a 'Family history summary' section with details:
  - Mother: Alive
  - Father: Alive
  - Other details:
    - Father - Diabetes
    - Father - Ischaemic heart disease
    - Father - Hypertension
    - Mother - Diabetes
- Smoking status:** Includes a 'Smoking status' section with 'Never Smoked'.
- Alcohol consumption:** Includes an 'Alcohol consumption' section with 'Usually drinks 1 drink 7 days per week'.

At the bottom, there are tabs for 'Patient information', 'Insurance information', 'Referring GP's information', and 'Attachments'. A 'Submit' button is at the bottom left, and a 'Missing fields' button is at the bottom right.

## 7.2 Attachments

In the Attachments section (FIGURE 16), attach any reports, images, or other documentation that may be relevant to the referral from the clinical software or computer.

**Note** there is a 5MB per file attachment limit.

**FIGURE 16:**  
Attachments section with options to upload from the clinical software or your computer.

The screenshot shows the 'Attachments' section of the SeNT Referral form. It includes a list of tabs: 'Clinical information', 'Patient information', 'Insurance information', 'Referring GP's information', and 'Attachments'. The 'Attachments' tab is selected, showing a section for 'Attach a file from'. Below this, there are two buttons: 'Clinical software' and 'Computer'. A note states: 'Please attach any reports, images or other documentation that might be relevant to this referral. Allowed file types are pdf, docx, png, jpg, jpeg, gif, txt, rtf, tif and tiff. The maximum file size is 5 MB.'

- Allowed file types are:
- pdf
  - png
  - jpg
  - txt
  - tif
  - docx
  - gif
  - jpeg
  - rtf
  - tiff

**IMPORTANT NOTE:** Please note that PDF is the preferred attachment type

Successfully attached documents are listed in blue in the attachments section. To remove an attachment from the referral click the 'x' beside the file name, see FIGURE 17.

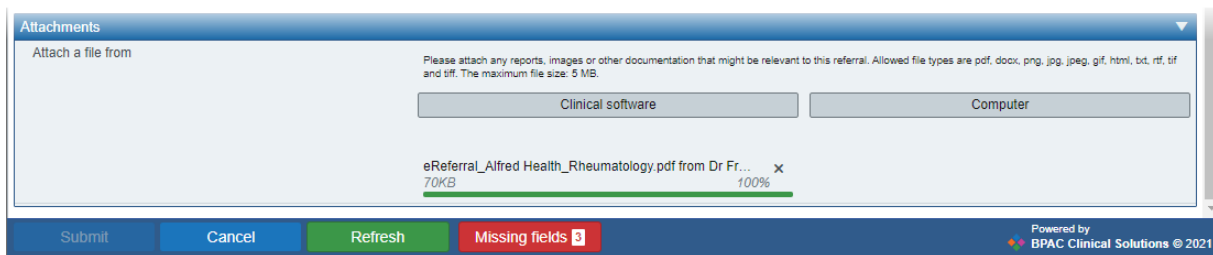


FIGURE 17: A successfully attached document

Attachment errors are displayed in red and not included in the referral. Hover over the attachment name to view the error details, see FIGURE 18.

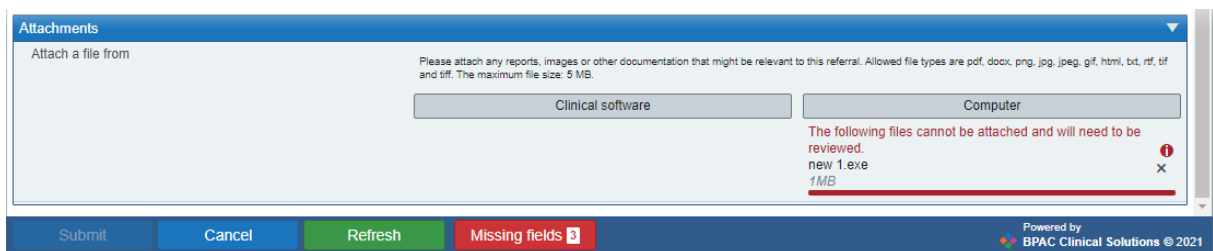


FIGURE 18: An attachment error

## 8. Referral control buttons

There are four buttons located in the footer that control the referral form, these are Submit, Cancel, Refresh, and Missing fields. See FIGURE 19.



FIGURE 19: Referral control buttons

### 8.1 Missing fields

Missing fields are a list of all the required fields that need to be completed before submitting the referral. The number in the button indicates how many fields need to be completed. The **Submit** button will remain disabled until all missing fields are complete.

When you click on the **Missing fields** button a popover appears showing you the missing fields with a link to the location of these in the form (FIGURE 20).

After clicking on a listed field in the popover such as 'Reason for referral' (FIGURE 20) you will be directed to the location of that field in the form. Any missing fields will be indicated by a red asterisk. (FIGURE 21).

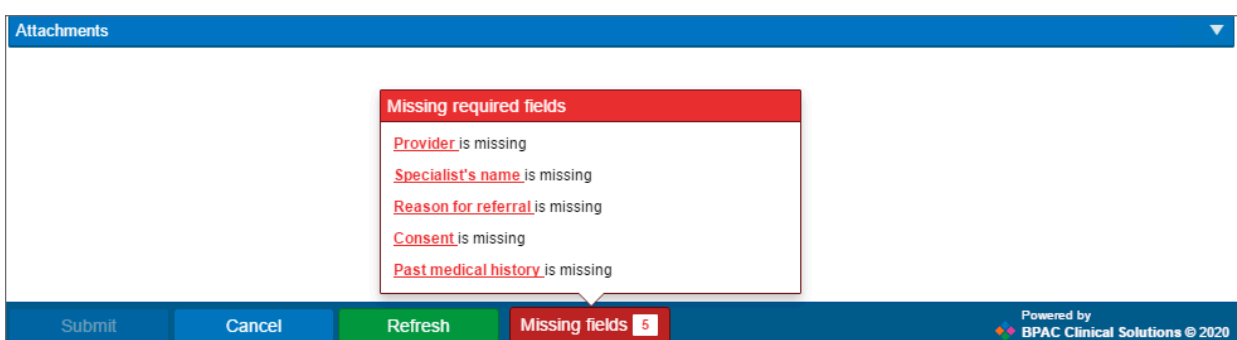


FIGURE 20: Missing required fields

**FIGURE 21:**  
Completing the  
missing required fields

The screenshot shows the 'New referral' form in the SeNT system. The form is divided into sections: 'Provider name' (with a dropdown), 'Referral type' (with buttons for 'New referral', 'Clinical update', and 'MBS update'), 'Reason for referral' (with radio buttons for 'Establish a diagnosis...', 'Specialist treatment...', 'Partnership care...', and 'Other'), 'Referral length' (with buttons for '12 months' and 'Indefinite'), 'Suitable for Telehealth?' (with buttons for 'Yes' and 'No'), 'Are you the patient's usual GP?' (with buttons for 'Yes' and 'No'), and 'Date patient consented to referral' (with a date field set to '05 May 2021'). Below these fields are expandable sections for 'Clinical information' and 'Patient information'. A 'Missing fields' button is visible in the footer.

Once all mandatory information has been completed, the **Missing fields** button will disappear from the footer.

**FIGURE 22:** All  
mandatory information  
has been input. Form  
may be submitted at  
this point.

The screenshot shows the 'New referral' form with all mandatory fields completed. The 'Smoking status' is 'Never Smoked' and 'Alcohol consumption' is 'Usually drinks 1 drink 7 days per week'. Below these are expandable sections for 'Patient information', 'Insurance information', 'Referring GP's information', and 'Attachments'. At the bottom, there are 'Submit', 'Cancel', and 'Refresh' buttons. The footer indicates 'Powered by BPAC Clinical Solutions © 2021'.

### 8.2 Cancel

Canceling a referral will discard all information entered.

**FIGURE 23:** Prompt to  
confirm cancellation of  
referral.

The screenshot shows the 'SeNT Referral' form for patient 'Earl John Fred Smith' (DOB: 21 Feb 1980). A modal dialog box titled 'Discard referral' is displayed, asking 'Please confirm you wish to discard this referral.' with 'OK' and 'Cancel' buttons. The background form shows 'Investigation results' (a table with columns 'Date' and 'Test name', containing one entry for '29 Aug 2011' with test 'CI-COAG') and 'Observations' (a list of vitals: Height 194 cm (3 May 2021), Weight 110 kg (3 May 2021), BMI 32.5 (3 May 2021)).

### 8.3 Refresh

Refresh updates the SeNT Referral form with the most recent data from the clinical software. For example: if a blood pressure reading was added in the clinical software while SeNT Referrals is open, clicking **Refresh** will populate the referral form with the new blood pressure reading.

Any information you have entered is retained when the SeNT Referrals form is refreshed.

## 8.4 Submit

Once you have completed the form, including all mandatory fields, the **Submit** button will be enabled. Clicking **Submit** opens a preview of the information that will be sent with the referral, see **FIGURE 23**. If you need to change any of the entered information, clicking the Edit button will return you to the editable referral form.

Clicking **Submit** will submit the referral to your chosen provider.

When a referral is submitted, a PDF copy is generated and written back into the clinical software.

**FIGURE 24:** Referral preview

The screenshot shows a web application window titled 'SeNT Referral' with a 'Preview' tab selected. The window displays a form with the following fields and values:


Referral information	
Referral date	14 Jan 2021
Priority	Routine
Provider	Alfred Health - Alfred Hospital BPAC Test - Young Adult Diabetes Service - Endocrinology
Specialist's name	Professor Duncan Topliss
Organisation/Service/Location	Alfred Health Young Adult Diabetes Service Alfred Hospital BPAC Test HPI-O: 8003624166707593 Business Alfred Health Alfred Hospital BPAC Test Young Adult Diabetes Service Test Street 1000
Referral type	New referral
Reason for referral	Establish a diagnosis, provide clinical assessment, or inform a treatment plan
Referral length	12 months
Suitable for Telehealth?	Yes
Are you the patient's usual GP?	Yes
Date patient consented to referral	14 Jan 2021

Below the form is a section titled 'Specialty clinical information' which is currently empty. At the bottom right of the window are two buttons: 'Submit' and 'Edit'.

## 9. Integration with clinical software

### 9.1 Clinical software

#### Extraction

SeNT Referrals extracts relevant patient information from the clinical software, this occurs when the application is opened. Extracted information is marked with a padlock icon  and can only be edited in the clinical software and not the referral form.

Edit the data in the clinical software and click **Refresh** in SeNT Referrals footer to extract the most recent data. All information entered on the referral will be retained when SeNT Referrals is refreshed.

#### Writeback

When a referral is submitted, a PDF copy is generated and written back into the clinical software.

### 9.2 Viewing submitted referrals in clinical software

#### Best Practice

The referral PDF is can be found in **Correspondence Out** (**FIGURE 25**). To view the referral:

1. Ensure the patient is open.
2. Click Correspondence Out.
3. Locate the referral in the list of correspondence, shown in **FIGURE 25**.

Double click the referral to view the details.





## Support information

BPAC Clinical Solutions

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**FREEPHONE 1-800 247 544**

(SeNT Customers in Victoria and New South Wales)



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