

CONNECTINGCARE

**How to use the Service Directory and
send eReferrals, other Documents and
Messages securely**

www.connectingcare.com

User Guide

2015

(Version 5.4)



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Using this guide



Links to related topics are used extensively throughout this document. To get the most out of this help, it is therefore recommended that it is accessed by opening the PDF document and reading it on the screen.

This **How to use the Service Directory and send eReferrals** User Guide has been developed to assist health professionals and community workers use the **Connectingcare** web-based directory and secure e-referral and messaging system.

The guide is based on our experience of working with **Agencies** to use e-referral and secure messaging as a tool for achieving better access to **Services** for their clients and patients.

The e-referral and secure messaging process has been divided into the following eight easy steps.

- *Getting started* – using the health and community services directory
- *Searching for an Agency and Service within a catchment* – by keyword, search category or agency
- *Selecting a Service* – identifying the service to which you wish to refer
- *Logging into Connectingcare* – using your username and password or creating a username and password
- *Sending a referral* – using the online **SCTT**
- *Sending an eReferral or Secure Message* – using an attachment from your in-house system
- *Acknowledgement and Referral Statistics/Tracking*
- *Adding Services to your Favourites list*
- *Editing your user details.*

Searching for Sites and Services

Sending a secure referral/message starts with searching for a **Service** using one of the following two **Connectingcare Search** functions:

- [Standard HomePage Search](#) – using **Service Type; Site/Agency Name; Keywords** as well as **Locality** as search criteria
- [Clickable Maps/Catchment Search](#) – using maps, also on the HomePage, to restrict searching to specific Local Government Area (LGA) catchments.

This **Getting Started** section also gives an overview *on [using the Search Results screen](#)*.

Standard HomePage Search




The **Standard HomePage Search** form option provides a number of different ways to search for Services and offers the most effective method to find Sites and Services.

To use the **Standard HomePage Search** option:

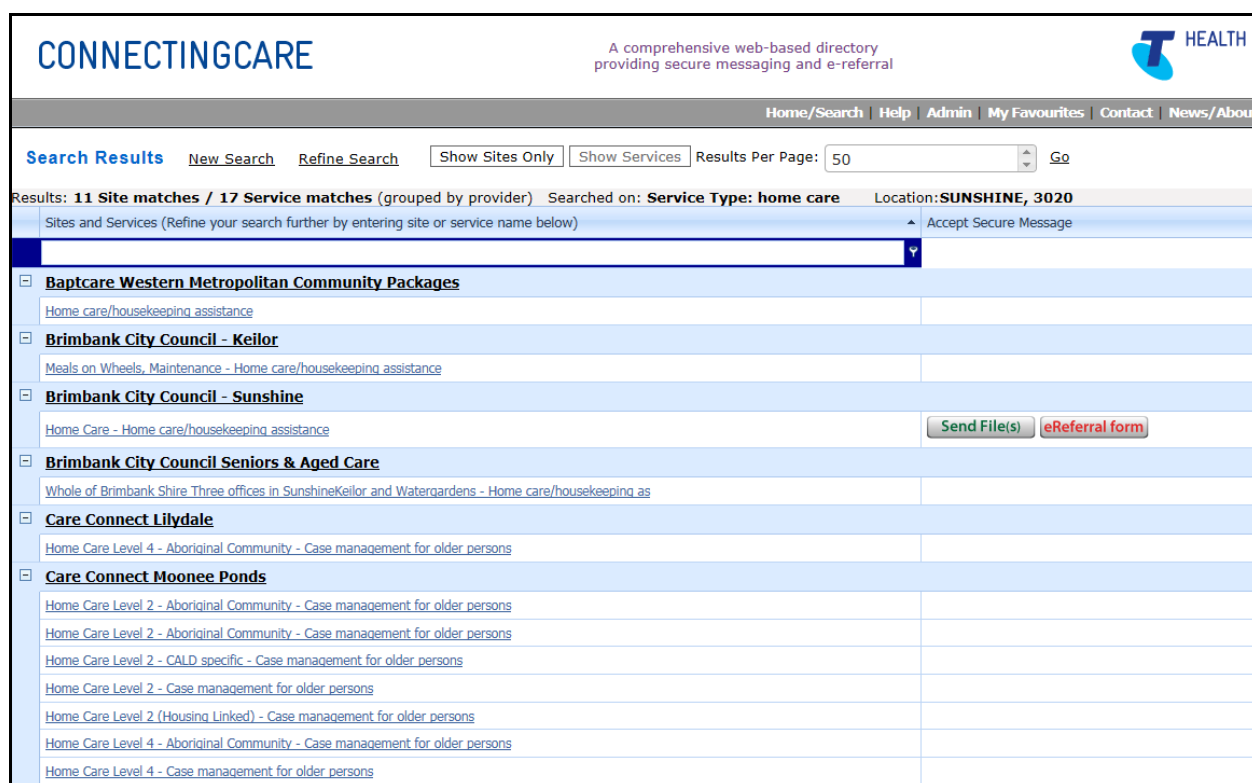
1. Open the **Connectingcare** homepage:
www.connectingcare.com.


The screenshot shows the Connectingcare homepage. At the top, the logo 'CONNECTINGCARE' is on the left, and a tagline 'A comprehensive web-based directory providing secure messaging and e-referral' is on the right. Below the tagline is a navigation bar with links: Home/Search, Help, Admin, My Favourites, Contact, News/About. On the left side, there is a 'First Time Users' button and a 'Register' button. Below these is an 'Account' section with fields for Username and Password, a 'Remember Me?' checkbox, and a 'Login' button. A link for 'Lost password?' is also present. To the right of the account section is a 'Search' form, which is highlighted with a red border. The search form has fields for Service Type, Site/Agency Name, Keywords, and Locality. Below these fields is a checkbox labeled 'Tick to include providers who service the locality but are outside of it' and a 'Search' button. To the right of the search form is a map of Victoria, Australia, with various Local Government Areas (LGAs) labeled and color-coded. The map includes labels for Mildura, Swan Hill, Wycheproof, Horsham, Ararat, Ballarat, Hamilton, Warrnambool, Geelong, Melbourne, Bendigo, Shepparton, Castlemaine, Mansfield, Wodonga, and Sale. At the bottom of the map, there are links for 'Regional' and 'Metropolitan'. At the very bottom of the page, there is a copyright notice: 'Copyright © 2014 HealthConnex, All Rights Reserved. The articles and items contained on this web site are for information only. Site content is not necessarily endorsed by the authors of this site. Disclaimer/Privacy. Connectingcare - version 5.4.0.16'.

Searching for Sites and Services

- Enter a **Service Type** (name) and/or **Site/Agency Name** and/or **Keyword** in the **Search** form, as highlighted in the screenshot above.
- Optionally, enter a **Locality** name (it should auto-complete and add postcode) or postcode.
 - If you enter a Locality a wider range of results may be obtained by selecting the option 'Tick to include providers who service the locality but are outside of it'.
- Click the **Search** button .

The search results will be displayed alphabetically in the **Search Results** screen by **Site** with **Services** listed under each **Site**.



CONNECTINGCARE A comprehensive web-based directory providing secure messaging and e-referral 

Home/Search | Help | Admin | My Favourites | Contact | News/About

Search Results [New Search](#) [Refine Search](#) [Show Sites Only](#) [Show Services](#) Results Per Page: 50 [Go](#)

Results: **11 Site matches / 17 Service matches** (grouped by provider) Searched on: **Service Type: home care** Location: **SUNSHINE, 3020**

Sites and Services (Refine your search further by entering site or service name below) [Accept Secure Message](#)

<input type="checkbox"/> Baptcare Western Metropolitan Community Packages	Home care/housekeeping assistance	
<input type="checkbox"/> Brimbank City Council - Keilor	Meals on Wheels, Maintenance - Home care/housekeeping assistance	
<input type="checkbox"/> Brimbank City Council - Sunshine	Home Care - Home care/housekeeping assistance	Send File(s) eReferral form
<input type="checkbox"/> Brimbank City Council Seniors & Aged Care	Whole of Brimbank Shire Three offices in Sunshine/Keilor and Watergardens - Home care/housekeeping as	
<input type="checkbox"/> Care Connect Lilydale	Home Care Level 4 - Aboriginal Community - Case management for older persons	
<input type="checkbox"/> Care Connect Moonee Ponds	Home Care Level 2 - Aboriginal Community - Case management for older persons	
	Home Care Level 2 - Aboriginal Community - Case management for older persons	
	Home Care Level 2 - CALD specific - Case management for older persons	
	Home Care Level 2 - Case management for older persons	
	Home Care Level 2 (Housing Linked) - Case management for older persons	
	Home Care Level 4 - Aboriginal Community - Case management for older persons	
	Home Care Level 4 - Case management for older persons	

Refer to *using the Search Results screen*.

Clickable Maps/Catchment Search



The clickable maps on the HomePage allow you to view all results for a particular **Local Government Area (LGA)**, and then further refine them.

The **Connectingcare** HomePage displays a Regional LGA map by default, which can be changed to a Metropolitan LGA map by using the link underneath the map.

1. Open the **Connectingcare** homepage
www.connectingcare.com.

2. Select a map and click on a catchment area (the LGA area name will 'fly-out' when you pass the cursor over it).

Refer to *using the Search Results screen*.

Using the Search Results screen

The **Search Results** screen contains a number of options and actions and is the same for both:

- *Standard Home Page Search*
- *Clickable Maps/Catchment Search*

The screenshot displays the 'CONNECTINGCARE' search results interface. At the top, there's a navigation bar with links like 'Home/Search', 'Help', 'Admin', 'My Favourites', 'Contact', and 'News/About'. Below this, the 'Search Results' section shows options for 'New Search' (A), 'Refine Search' (B), and 'Show Sites Only' (C). A search bar (D) is located below these options. The results are grouped by provider, showing 'Service Type: nursing'. The list includes facilities like 'Abberfield Aged Care Facility' (E), 'Aberdeen Aged Care Facility', 'Aborigines Advancement League Inc', 'Active Care - Ballarat', 'Active Care Geelong', 'Albury Community Health', and 'Albury Wodonga Health - Wodonga Campus' (G). Each facility entry has a 'Nursing' link (F). At the bottom right, there are buttons for 'Send File(s)' and 'eReferral form'.

The following options are available from the **Search Results** screen (refer to letters in screenshot above):

- Perform a **New Search** or **Refine Search** by clicking on these links. Both will return you to the HomePage, with the latter retaining your previous Search Terms if you had performed a Standard HomePage Search
- Sites** are displayed, by default, in an expanded format that lists all the **Services**, *that match your Search*, associated with each **Site**. To only view the **Sites** click on the **Show Sites Only** button.
- 50 rows of Search Results are displayed by default. To change that number click on the up or down arrow and then click **Go**.
- You can further refine your results by entering a Site or Service name. This is particularly useful if you have done

Searching for Sites and Services

a Clickable Maps/Catchment search as this provides a method to narrow down your search.

- E. The larger black links in the Search Results are the Site names. Clicking on these will display the Site page, which will also list ALL the Services at that Site, as well as information about the Site.
- F. The smaller blue links are the Service names. Clicking on them will display the Service page. Note that if you have used the Standard Homepage Search and searched on **Service Type** and/or **Keywords** then only Services that match will be displayed.
- G. If a Service is configured for Secure Messaging the right hand column can display:

 and/or  buttons.

The **SendFile(s)** button will display a form that allows you to attach documents and/or compose a message to send securely to that Service.

The **eReferral form** button will display the online Service Coordination Tool Templates (SCTT) forms which can be completed and sent securely to that Service.

Occasionally the right hand column can display:



. This indicates that the SCTT forms can be completed but only printed for this Service, not sent electronically.

Selecting a Service

This section describes:

- how to *open the Service page*.
- the *contents of the Service page*.

Opening the Service page

To open a **Service** page:

- click on the link to the Service in the *Search Results* page
- or
- click on the link to the Service in the **Site** page

The *Search Results* page displays the **Services** under the **Site** name when the rows are expanded (which is the default view).

Note: If the **Services** are not displayed, click the **Show Services** button situated above the results.



The larger black links will display the **Site page** where the Service links are also displayed as shown below in this detail from a Site page:

Selecting a Service

Extended Aged Care at Home (Hume Region)
Extended Aged Care at Home – Dementia (Hume Region)
National Respite for Carers Program (Hume Region & NSW)
Full Cost Recovery Case Management

Services

The following services are provided by Goulburn Valley Health - Community Interlink - Shepparton:

Community Interlink

[Acquired Brain Injury \(ABI\) Programs - Acquired brain injury information/referral **](#)

[Commonwealth Aged Care Packages \(CACAP, EACH, EACH-d\) - Case management for older persons **](#)

[Early childhood intervention **](#)

[Flexible Support Packages \(Disability and Early Childhood\) - Disability support packages **](#)

[Linkages \(HACC\) - Disability case management **](#)

[National Respite for Carers Program \(NRCP\) - Respite care **](#)



Services listed with a double asterisk ** on a Site page are Services that can accept secure messages/eReferrals.

About the Services page

The **Service** page describes the **Service** and **Eligibility** in detail and provides specific contact details that may be different from the **Site** details.

Connectingcare

Home/Search | Help | Admin | My Favourites | Contact | News/About



Goulburn Valley Health Hospital
<http://www.gvhealth.org.au>
"Working together to achieve healthier communities"

Goulburn Valley Health - Shepparton Campus
2 Graham Street, SHEPPARTON 3630 VIC
Voice/ Land Line: (03) 5832 2322
Fax: (03) 5821 1648

SOCIAL WORK Acute & Outpatients - Hospital Services
Service Contact
Voice/ Land Line: (03) 5832 3100
Fax: (03) 5832 2206
Service location:
Ground floor, Building A
Service Email:
socialwork@gvhealth.org.au
An appointment is required to access this service
Fees
No Fee
Eligibility
Inpatient of GV Health or outpatient, within 3 months pre-admission or post-discharge from an acute admission.
Catchment(s) (Local Government Areas where this service is available)
Greater Shepparton (C) , Mitchell (S) , Moira (S) , Murrindindi (S) , Strathbogie (S) , Campaspe (S)
Social Work service aims to provide a comprehensive counselling and crisis intervention service to individuals/ families to enable them to deal with the impact of changes in health status on individual and family functioning.
Referral Process:
Referrals are accepted from individual self referral, medical, nursing or allied health staff.
Availability

- **Weekday** : 9:00 AM - 5:00 PM

[« Back to Goulburn Valley Health - Shepparton Campus home page](#)
Last updated in HSD on: 29/07/2013 12:14:29 PM
[+ Add to My Favourites](#)

Messaging this Service

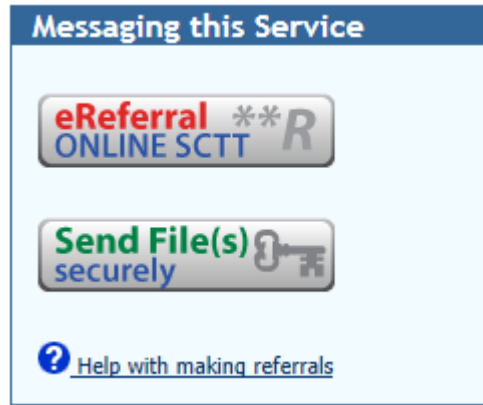
[? Help with making referrals](#)

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Connectingcare - version 5.2.0.102

The **Service** page is also a starting point for **Referrals** and **Secure Messages** using **Connectingcare**, if the Service has been configured to accept them.

One or both of the icons shown below will appear on the right hand side of a Service page if the Service can accept secure messages.

Selecting a Service



Secure messages to the Service can be sent by:

- using the *online SCTT* to refer a consumer to a Service using the online Service Coordination Tool Templates (SCTT) -



- emailing the SCTT file and/or other files *from your in-house system*



TIP: you can also use this Send Files method to compile a message to send to a Service, without having to attach any files.

- **Note:** You will need a Connectingcare *login* to make Referrals.

Step 4 - Logging into Connectingcare



You must have a valid **Connectingcare** login to make referrals.

This section outlines how to *create a username and password* so you can access the **Connectingcare** system as a **Level 1** user.

As a registered **Connectingcare Level 1** user:

- your name and contact details will be automatically added to any secure message/eReferral that you send
- you will be able to *track your referrals and access reports* on your referral activity
- you can also add frequently used **Services** in the **Service Directory** to your *Favourites List*.
- You can *update your personal/agency contact details* if they change.

Before sending a referral or secure message you will be prompted to log into **Connectingcare** (if you are not already logged on).

Account

Username:

Password:

☐ Remember Me?

[Lost password?](#)

By logging in to this site, you accept the terms and conditions of the [ConnectingCare End User Licence Agreement](#).

HomePage logon

Log On

Please enter your username and password. [Register](#) if you don't have an account.

Login was unsuccessful. Please correct the errors and try again.

Account Information

User name

Password

☐ Remember me?

Logon page

Step 4 - Logging into Connectingcare

Site Subscription – financial status

Connectingcare differentiates between financial and non-financial Sites. A financial site has a current paid subscription to Connectingcare. Non financial sites are either expired subscriptions or have never subscribed.

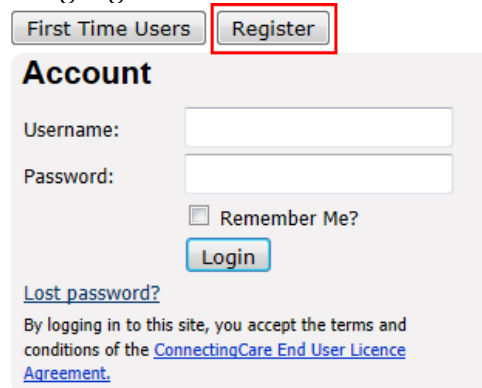
Staff associated with non-financial Sites are not able to logon to Connectingcare and send, receive or edit their service directory information, nor are they able to register as new users.

If there are issues with your Site's financial status please contact ConnectingCare HelpDesk on 1800 189 387 during business hours or email connectingcare@healthconnex.com.au.

Registering for new login

To register for a new **Connectingcare** login:

1. Click the **Register** button on the **Connectingcare Home Page** as highlighted here:



First Time Users **Register**

Account

Username:

Password:

☐ Remember Me?

Login

[Lost password?](#)

By logging in to this site, you accept the terms and conditions of the [ConnectingCare End User Licence Agreement](#).


(or click the **Register** link on the **Log On** screen which will take you to the "First Time Users" page)

This will display a **Login Request** dialog prompting you to enter the postcode of your workplace location.

Login Request

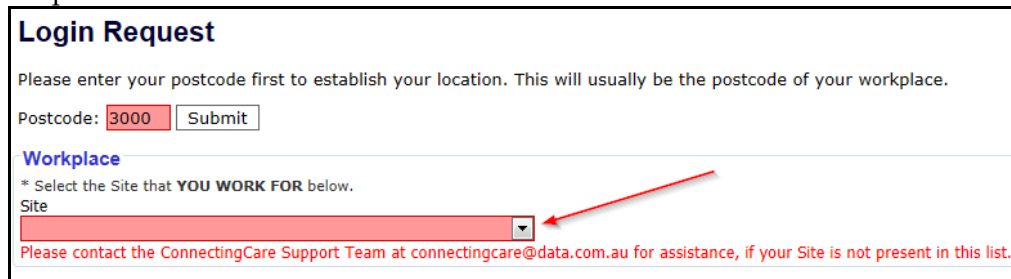
Please enter your postcode first to establish your location. This will usually be the postcode of your workplace.

Postcode: **Submit**

2. Enter your postcode and click the **Submit** button  on the **Login** screen.

Step 4 - Logging into Connectingcare

The next step, as shown below, requires your workplace Site to be chosen from a dropdown list:



Login Request

Please enter your postcode first to establish your location. This will usually be the postcode of your workplace.

Postcode:

Workplace

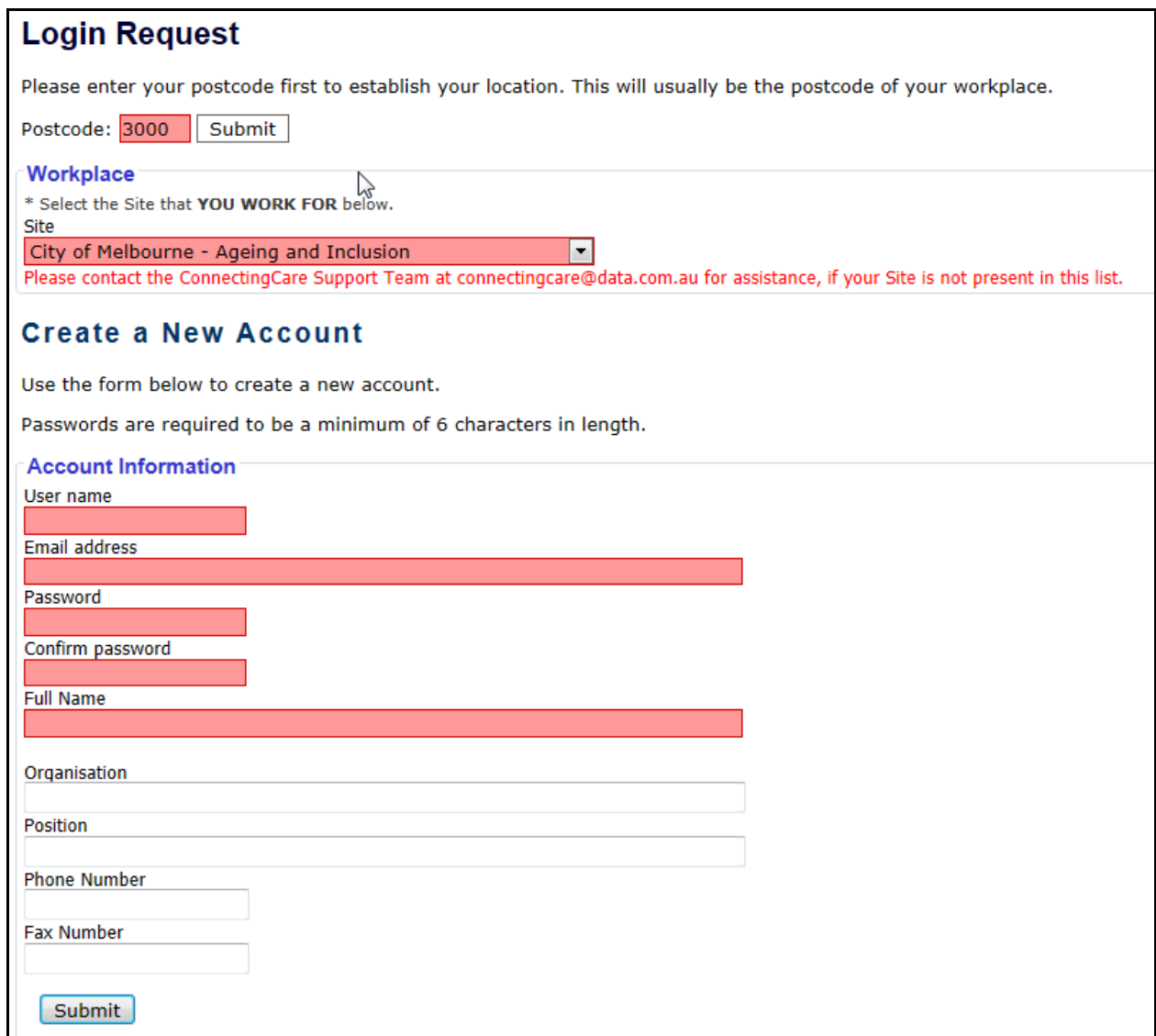
* Select the Site that **YOU WORK FOR** below.

Site

Please contact the ConnectingCare Support Team at connectingcare@data.com.au for assistance, if your Site is not present in this list.

As stated in red on this screen if your Site is not listed you should contact the Support Team. Only Sites with an active Subscription will be listed. You may also wish to check that you have entered the correct postcode.

Once you have chosen your Site the following form will appear which must be completed to finalise your Registration:



Login Request

Please enter your postcode first to establish your location. This will usually be the postcode of your workplace.

Postcode:

Workplace

* Select the Site that **YOU WORK FOR** below.

Site

Please contact the ConnectingCare Support Team at connectingcare@data.com.au for assistance, if your Site is not present in this list.

Create a New Account

Use the form below to create a new account.

Passwords are required to be a minimum of 6 characters in length.

Account Information

User name

Email address

Password

Confirm password

Full Name

Organisation

Position

Phone Number

Fax Number

3. Enter the details, referring to *Table 1. Login Request Form fields definition*.

Step 4 - Logging into Connectingcare

4. Click the **Submit** button .

You will be logged into **Connectingcare** with the new login you have created.

Table 1. Login Request Form fields definition

Login Request Form Field Name	Description
Username	Enter a Username . Note: Your Username must be between 5-15 characters, with no spaces. This is a mandatory field.
Email address	Enter your current work Email address . NOTE: This will be used to send confirmation of your new login details once you have submitted this form. This is a mandatory field.
Password	Enter a Password . This must be letters and/or numbers and between 5 – 15 characters. Note: Passwords are case-sensitive This is a mandatory field.
Confirm password	Re-enter the Password to make sure you typed it correctly. This is a mandatory field.
Full Name	Enter your Full Name , e.g. Michael Smith. This is a mandatory field.
Organisation	This is a field that is not required, and does not need to be completed (it will be removed in a future release).
Position	Enter your Job Title.
Phone Number	Enter your Phone Number . This is a required field.
Fax Number	Enter your Fax Number if different from the numbers recorded for your Agency . This is an optional field.

Step 5a - Sending a referral using online SCTT





You must be *logged into Connectingcare* to make referrals.

You cannot complete a SCTT and send it to an **Argus** user.

The **Connectingcare** interface has been designed using the **Victorian Services Service Coordination Tool Templates (SCTT) – 2009** version.

The SCTT template can be opened the following ways:

- from the *Search Results* page when the **eReferral form** button  that is displayed against a Service is clicked
- from the *Service page* when the **eReferral Online SCTT** button  is clicked.

The **Tab Legend** above the tabs indicates which forms are mandatory and which forms are optional. **Note:** This will differ from one **Service** to another.

Tab Legend: <input type="checkbox"/> Mandatory Forms <input type="checkbox"/> Optional Profiles <input type="checkbox"/> Not part of SCTT											
Start	Consumer Info	Summary	Consent	Functional	Living Arr	Hlth Beh	Hlth Con	Psych	Functional Ass	Service Coord	Finish

Mandatory fields are coloured pink and must be completed before *submitting* the SCTT.

Consumer Details

Family Name:

Given Name/s:

Date of Birth:
(dd/mm/yyyy)

Preferred Name/s:

The bottom of each SCTT form displays a **Back to Top** link for quick access to the top of the form as well as links to all the other mandatory forms in the template.

[Back to Top](#)

[Start](#) - [Consumer Information](#) - [Summary & Referral](#)

[Finish](#)

Step 5a - Sending a referral using online SCTT

IMPORTANT: When completing any of the supplementary (optional) profiles **you must select the checkbox** at the top left hand side of the page for the information to be included in the final referral. If this is not done, any information entered on the page will not be included.



Consumer Consent to Share Information

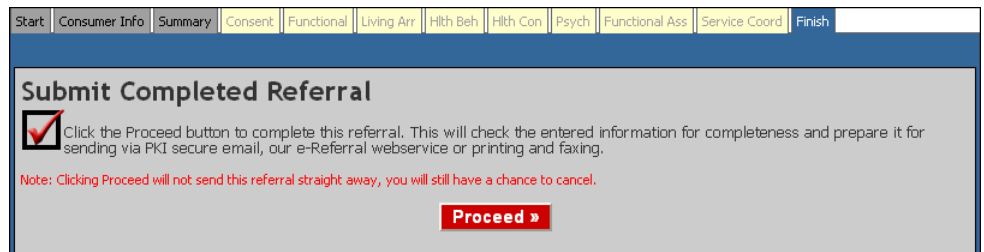
To record freely given informed consumer consent to share their information with specific agency/ies for specific purpose/s. This form is not mandatory to send, but services need to keep a file copy of the consent to share with the listed services.

☐ Check to include this form in the completed referral (if not checked, whatever you fill out here will not be included)

Submitting a completed referral

To submit a completed referral:

1. Click the **Finish** tab.



Start Consumer Info Summary **Consent** Functional Living Arr Hlth Beh Hlth Con Psych Functional Ass Service Coord Finish

Submit Completed Referral

☒ Click the Proceed button to complete this referral. This will check the entered information for completeness and prepare it for sending via PKI secure email, our e-Referral webservice or printing and faxing.

Note: Clicking Proceed will not send this referral straight away, you will still have a chance to cancel.

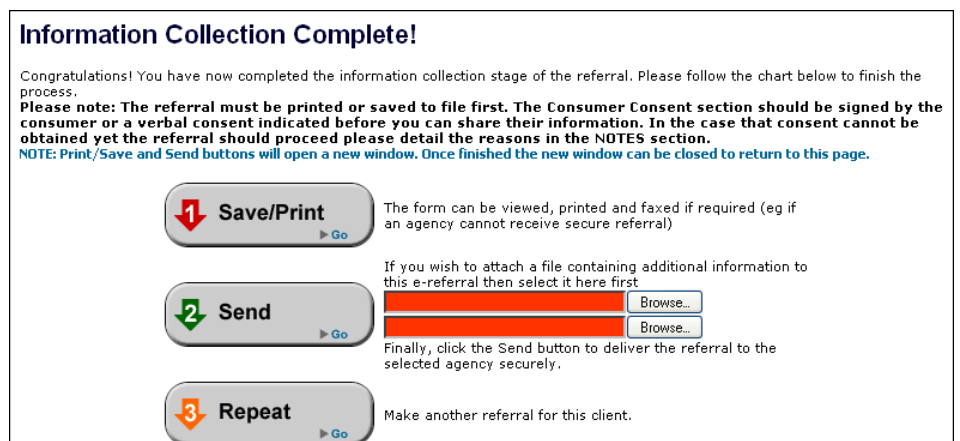
Proceed »

2. Click the **Proceed** button **Proceed »**.

This will check the information for completeness and prepare it for sending. You will be prompted to complete any missing mandatory fields.

Note: You will still have a chance after clicking **Proceed** to cancel.

Once complete the **Information Collection Complete** dialog will display.



Information Collection Complete!

Congratulations! You have now completed the information collection stage of the referral. Please follow the chart below to finish the process.

Please note: The referral must be printed or saved to file first. The Consumer Consent section should be signed by the consumer or a verbal consent indicated before you can share their information. In the case that consent cannot be obtained yet the referral should proceed please detail the reasons in the NOTES section.

NOTE: Print/Save and Send buttons will open a new window. Once finished the new window can be closed to return to this page.


1 Save/Print **Go** The form can be viewed, printed and faxed if required (eg if an agency cannot receive secure referral)

2 Send **Go** If you wish to attach a file containing additional information to this e-referral then select it here first

3 Repeat **Go** Make another referral for this client.

Step 5a - Sending a referral using online SCTT

1 - Save/Print

The **Save/Print** option  opens the referral in a new window with the completed referral compiled together like a paper-based SCTT.

Use the **Print** and/or **Save** links at the top of the window that opens to save and/or print the SCTT document:

[Print](#)  | [Save](#)


This will be necessary if the **Agency** you are referring to does not accept electronic referrals. It also enables you to keep your own copy prior to sending the eReferral.

Confidential Referral Cover Sheet	
Please acknowledge that you have received this referral by completing and signing below and returning via fax/email/mail	
Date Sent: dd/mm/yyyy 20/10/2010	Consumer
Number of Pages (including cover sheet): 4	Name: <i>Mary Smith</i> Date of Birth: <i>01/01/1970</i> Sex: <i>(9) Not stated/inadequately described</i> UR Number:
Referral to	Agency/Service Provider sending referral
Name: Position: Organisation: St Lukes - Bendigo (Carers Respite Service - Respite for Carers of Adults with a mental illness.) Phone: 5448 1100 Fax: 5440 1108 Email address: cs@stlukes.org.au Address: PO Box 315, BENDIGO, VIC. 3550	Name: Simone Wood Position: Organisation: ISIS Primary Care - St Albans Phone: 03 9320 9047 Fax: Email address: swood@data.com.au Address:
Priority	
This referral is: <input type="checkbox"/> Low hold over during peak demand <input checked="" type="checkbox"/> Routine attend in date order (this may include the consumer) <input type="checkbox"/> Urgent cannot wait <input type="checkbox"/> Renewal (ACAS) For ACAS Assessment	

Ensure that you close this window before proceeding to the next Step!

2 – Send



The **Send** option  will not be available if the **Service** cannot receive secure referrals/messages.

The **Send** option  sends the completed message electronically and securely to the **Agency**.

Step 5a - Sending a referral using online SCTT

If you wish to also send additional information not included on the completed **SCTT** forms:

If you wish to attach a file containing additional information to this e-referral then select it here first

	Browse...
	Browse...

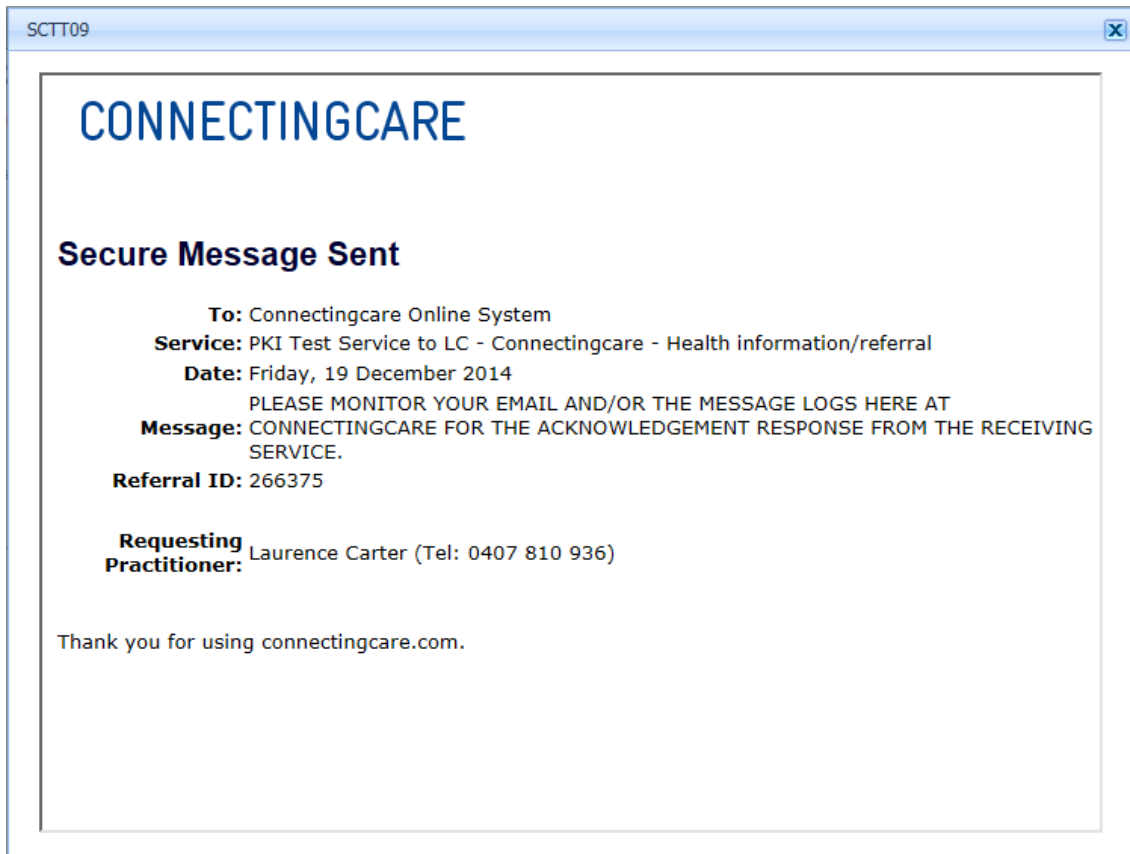
Finally, click the **Send** button to deliver the referral to the selected agency securely.

1. Click the **Browse** button .
2. Browse to the file location and select the file.

As can be seen, above, you can attach up to two files.

Notification message has been sent

When a secure message has been successfully sent off to the **Agency**, the **Secure Message Sent** window will open in a separate window.



SCTT09

CONNECTINGCARE

Secure Message Sent

To: Connectingcare Online System
Service: PKI Test Service to LC - Connectingcare - Health information/referral
Date: Friday, 19 December 2014
Message: PLEASE MONITOR YOUR EMAIL AND/OR THE MESSAGE LOGS HERE AT CONNECTINGCARE FOR THE ACKNOWLEDGEMENT RESPONSE FROM THE RECEIVING SERVICE.
Referral ID: 266375
Requesting Practitioner: Laurence Carter (Tel: 0407 810 936)

Thank you for using connectingcare.com.

When this window opens:

1. Record the **Referral ID**, to assist in *tracking the referrals*.
2. Click the **Close** button (X button in the top right) to close the confirmation window.

When you receive a **Referral Acknowledgement** email from the **Agency** to which the referral was sent, the referral process is complete.

Step 5a - Sending a referral using online SCTT

Subject: Secure Message 266375 Acknowledgement ACCEPTED - Connectingcare referral

MESSAGE ACKNOWLEDGEMENT
Message ID: 266375
Consumer ID: 4849349

The secure message you sent for 'PKI Test Service to LC - Connectingcare - Health information/referral' on 19/12/2014 2:53:28 PM has been acknowledged by the receiving agency.


This message status is ACCEPTED

Notes:
Thank you for referring this person. We have been in contact and an appointment has been made for January 15. We will keep you up to date on a regular basis.
Intake & Assessment Team

Sending multiple referrals

The **Repeat** option allows you to send multiple referrals to the different **Services**.

To use the **Repeat** option:

1. Click the **Repeat** button  on the **Information Collection Complete!** dialog that displayed when the previous *referral was submitted*.

This will return you to the **SCTT** form containing all the information entered in the form that was sent.

2. Amend the details for the new **Service** and new referral information, following the exactly the same process as described in *Step 5a - Sending a referral using online SCTT*.

Step 5b - Sending a referral or Secure Message using an attachment




You must be *logged into Connectingcare* to send referrals or secure messages.

This option is only available for **Services** where the **Send Files Securely**



button is displayed.

For many health professionals, the **SCTT** templates are now a feature of their **Agency's** client management software. These **SCTT** templates can also be *saved onto your computer* and attached as an e-referral to an **Agency**.

The **Send Files Securely**  option allows you to email any saved **SCTT** forms, sparing you the need to re-enter the information online. You can also use this method to send any other documents.

The **Send Files Securely** option is available in the following **Connectingcare** locations for **Services** that qualify for this service:

- a particular *Service page*
- directly from the *Search Results* screen.



If a security alert appears advising that you are about to view pages over a secure connections, click the **OK** button.

Step 5b - Sending a referral or Secure Message using an attachment

About the Secure Sending Form


The **Send Secure Message** form will display after clicking the **Send Files Securely** button on a **Service** page or the **Send File** button on the Search Results page.

CONNECTINGCARE

A comprehensive web-based directory
providing secure messaging and e-referral

HEALTH

Logged in as laurencemcarter Logout | Home/Search | Help | Admin | My Favourites | Contact | News/About | Dev

 **Send Secure Message**

The following form allows you to send a file to the selected agency securely. Only providers and services capable of receiving encrypted/secure emails are listed.

Destination
Provider:
Connectingcare Online System
Service:
PKI Test Service to LC - Connectingcare - Health information/referral [Change](#)

Select Attachment(s)

Browse...

(maximum of 8)
(acceptable formats: DOC,DOCX,DOT,DOTX,GIF,HTM,HTML,JPG,PDF,PPS,PPT,PSD,PUB,RTF,TEXT,TIF,TXT,XLS,XLSX,ZIP)

Consumer Details
Family Name:
Given Name/s:
Consumer ID/Your Ref: (please include whenever possible)
Date of Birth: (dd/mm/yyyy)
Sex: ☐ Male ☐ Female ☒ Not stated/Inadequately described
Title:
Consumer Consent: ☐ Yes ☐ No
Consent needs to be documented. If no consent has been given please explain in the Notes

Message
Attention to: (who this message is for the attention - if reqd)
Notes:

(intended for "For your information/Request for information" messages - any detailed client information should be contained in attached documents)

Message Type: ☒ Referral ☐ Requests ☐ FYI Message / Other
☐ Feedback ☐ Care Coordination

Priority
☐ Low (hold over during peak demand)
☒ Routine (attend in date order, this may include the consumer being placed on a waiting list)
☐ Urgent (cannot wait, please contact the receiver by phone before sending to alert them to expect this incoming message)

Agency/Service Provider sending referral
Name:
Agency:
Phone:
Fax:
Email:
Position:

Send the Message

Send Message

Click Once Only

Please note that there will be a delay once you click Send due to the upload of the attachment(s).
Wait until you receive notification that the email has been sent before clicking any more buttons or links.

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Connectingcare - version 5.4.0.16

1. Enter the details, referring to *Table 2. Email Form fields definition*.
2. Click the **Send Message** button

Send Message

 to save your changes. **Note:** Do not click more than **ONE** time.

Step 5b - Sending a referral or Secure Message using an attachment

There may be a delay due to the uploading of attachments to the server, the length of time will depend on the number of files that are attached to the email. **Note:** Do not click any buttons or links until the **Message Successfully Sent!** screen is displayed.

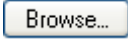

Message Successfully Sent!
Your message was successfully sent.
To: Connectingcare Online System
Service: PKI Test Service to LC - Connectingcare
Consumer ID:
Date/Time: 21/10/2010 2:18:24 PM
Attachment(s):
Referral ID: 88955
Requesting Practitioner: Simone Wood (Tel: 03 9320 9047)

3. Record the **Referral ID**, to assist in *tracking the referrals*.
4. Refer to *Sending multiple secure emails* if you wish to send another referral using the same email form.

Table 2. Email Form fields definition

Email Form Field Name	Description
Destination	
Provider	This field will be auto-filled.
Service	This field will be auto-filled. To change the Service for the Provider: <ul style="list-style-type: none">• click the Change hyperlink This will display the grid listing all the Services for the Provider. Click the Send File button <input type="button" value="Send File"/> against the Service to which you want to change.
Practitioner List	Argus providers only. Select the name of the Argus receiving Practitioner from the drop-down list.
Select Attachment(s)	
Select Attachment(s)	Files that have been saved electronically can be attached to the email, e.g. reports, assessments or digital pictures. Acceptable formats will vary depending on the capability of the receiving clinical application. Make sure that the format you are attaching is in the list of acceptable formats. A maximum of 8 files can be attached to the secure email. For each file to be attached:

Step 5b - Sending a referral or Secure Message using an attachment

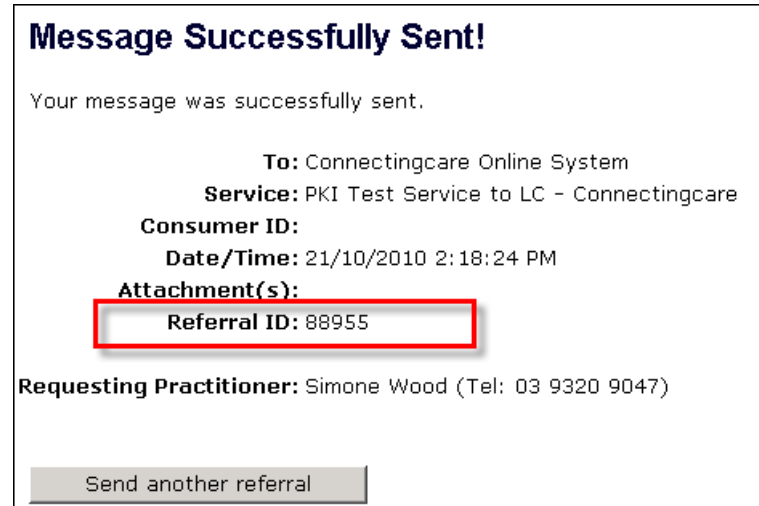
Email Form Field Name	Description
	<ol style="list-style-type: none"> Click the Browse button . Browse to the file location and select the file.
Consumer Details	
Family Name	Enter the Consumer's Family Name . Although this is an optional field, this would normally be completed.
Given Names/s	Enter the Consumer's Given Names . Although this is an optional field, this would normally be completed.
Consumer ID	Enter the Agency assigned Consumer ID .
Date of Birth	Enter the Consumer's Date of Birth . Although this is an optional field, this would normally be completed.
Sex	Select the Consumer's Sex from the drop-down list.
Title	Enter the Consumer's Title .
Consumer Consent	 Client information should never be shared without the client's consent. Select the Yes radio button to confirm that consent has been given to share the consumer's personal information with the third party who is receiving the referral. If no Consent has been given, enter an explanation the Notes field.
Message	
Attention to:	Enter the name of the person who this message is for the attention of – if required. Note: This field should be used when the Message Type is any other than a Referral.
Notes	Enter any Notes . You can provide client/patient identifying information in these notes as this information is contained within the secured email. Note: You could also include any notes in a Word document and attach the document to the email. This allows the receiver to file the document.
Message Type	Select one of the following Message Type options: <ul style="list-style-type: none"> • Referral • Requests • FYI(Message/Other) • Feedback • Care Coordination

Step 5b - Sending a referral or Secure Message using an attachment

Email Form Field Name	Description
Priority	
Priority level	<p>Select one of the following referral Priority level options:</p> <ul style="list-style-type: none"> • Low – hold over during peak demand • Routine – attend in date order • Urgent – cannot wait.
Agency/Service Provider sending referral	
Name	<p>This field defaults to the Name associated with your login.</p> <p>If these details are not correct you can edit them but you should also <i>update your account details</i>.</p> <p>This is a mandatory field.</p>
Agency	<p>This field defaults to the Agency associated with your login.</p> <p>If these details are not correct you can edit them but you should also <i>update your account details</i>.</p> <p>This is a mandatory field.</p>
Phone	<p>This field defaults to the Phone associated with your login.</p> <p>If these details are not correct you can edit them but you should also <i>update your account details</i>.</p> <p>This is a mandatory field.</p>
Fax	Enter your fax number if required.
Email	<p>This field defaults to the email associated with your login.</p> <p>If these details are not correct you can edit them but you should also <i>update your account details</i>.</p> <p>This is a mandatory field.</p>
Position	Enter your job title.

Sending multiple secure emails

The **Message Successfully Sent!** screen provides the option to send another referral using the same email form.



Message Successfully Sent!


Your message was successfully sent.

To: Connectingcare Online System
Service: PKI Test Service to LC - Connectingcare
Consumer ID:
Date/Time: 21/10/2010 2:18:24 PM
Attachment(s):
Referral ID: 88955

Requesting Practitioner: Simone Wood (Tel: 03 9320 9047)

Send another referral

To send another referral:

1. Click the **Send another referral** button
 on the **Message Successfully Sent!** dialog that displayed when the previous *email was sent*.

This will return you to the **Send Email Attachment(s) Securely** form containing all the information entered in the form that was sent.

3. Select a different Provider and Service and amend any details, following the exactly the same process as described in *Step 5b - Sending a referral or Secure Message* using an attachment.

Step 5c - Sending a Secure Message to an Argus user





You must be *logged into Connectingcare* to send referrals or secure messages to **Argus** users. **Argus** is another HealthConnex secure messaging product used by General Practitioners, Medical Specialists, Private Allied Health, Hospitals, Pathology and Radiology and other health services.

You **cannot** complete a SCTT and send it to an **Argus** user.

This version of **Connectingcare** allows you to send Secure Messages to **Argus v6 (and above)** users.

To **Send Files Securely** to **Argus** users:

1. Display the **Argus** user in the **Search Results** grid. Refer to *Using the Search Results screen*.
2. Click the **Securely Message** button  or the **Send File** button  against the selected **Argus** user.

This will display the **Send Secure Message** form. Refer to *About the Secure Sending Form* for instructions on how to use this form.

Step 6 – Referral Acknowledgement, Statistics and Tracking

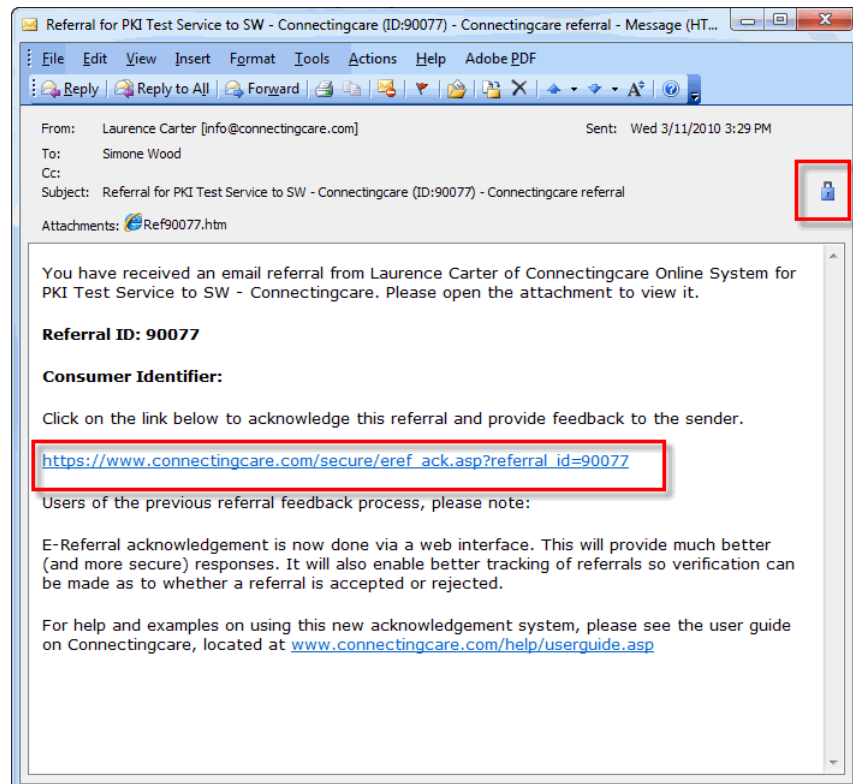
This section describes the following aspects of the referral process:

- *Referral acknowledgement*
- *Viewing referral statistics*
- *Referral tracking.*

Referral acknowledgement

Best practice standards have been developed for the use of the **Connectingcare** system. Agencies receiving e-referrals through Connectingcare have agreed to make and respond to referrals within agreed times.

The **Agency** you have referred to will be notified by a secure email which contains the referral as a secure attachment.



Protocols require the receiving **Agency** to inform you of their response to your e-referral. Intake staff do this by clicking on a

Step 6 – Referral Acknowledgement, Statistics and Tracking

link in this email which requires them to login to the **Connectingcare** system and complete a form.

Referral Acknowledgement

Original Referral Details

To: Connectingcare Online System
For: PKI Test Service to SW - Connectingcare
Referral ID: 90077
Consumer: Test Test1 (consumer name will be deleted once the referral is acknowledged)
Consumer ID:

Referral Made By: Laurence Carter (lcarter@data.com.au)
Date: 3/11/2010 3:28:35 PM
[View Full Details](#)

Acknowledgement

Please be advised that this referral has been received and:

☒ **The referral is accepted.** Estimated date of consumer assessment [Select Date](#) (dd/mm/yyyy)

☐ **The referral is PENDING.** Please provide notes on pending status in the comments section below
(marking the referral as PENDING will not close it, you will need to come back later and mark it as either ACCEPTED or REJECTED)

☐ **The referral is not proceeding.** for the following reason(s):

☐ Consumer declining

☐ Waiting list time inappropriate for consumer

☐ Ineligible for services

☐ Inappropriate referral

☐ Other

If referral is not proceeding please ensure you provide additional comments below.

Comments and any further actions undertaken

Submit

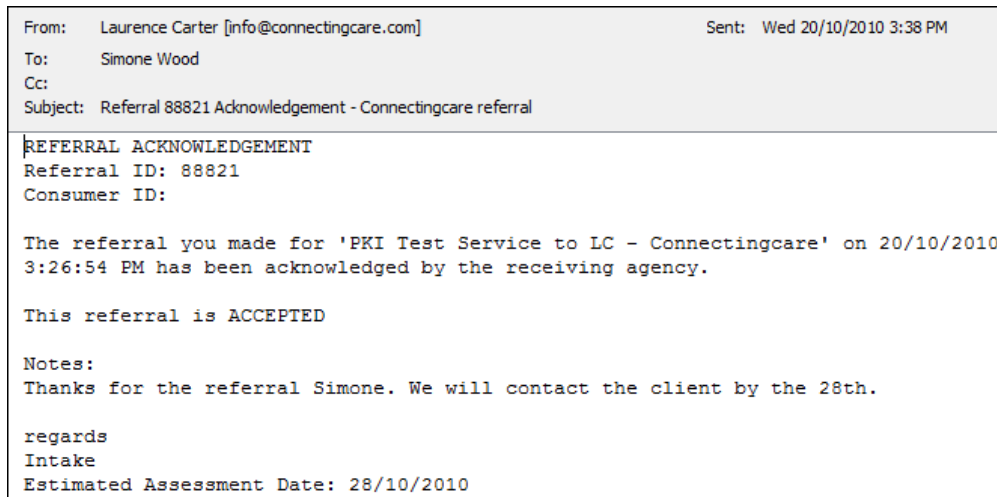
Please note that by clicking submit, an **unencrypted email** message will be sent to the original referrer. Therefore no client identifying information should be provided in this form.

This **Referral Acknowledgement** form prompts for the following:

- Accepted – which includes the estimated date of assessment
- Pending - which if selected they will have to provide final acceptance or rejection later on
- Rejected – which is selected will include a reason and any notes

After the **Referral Acknowledgement** form is submitted, you will receive an unsecure email containing the response and the **Referral Id** which will assist you in *tracking referrals*.

Step 6 – Referral Acknowledgement, Statistics and Tracking



Message Logs

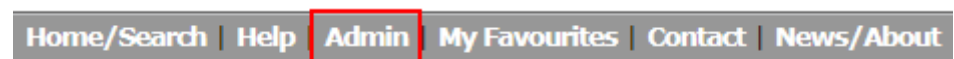


This section describes the **Message Logs** function for **Level 1 Connectingcare** users. Users on higher levels have additional features available to them such as the ability to export referral statistics and search for referrals using an ID number.

The **Message Logs** function in **Connectingcare** provides key information to assist in tracking and auditing your referrals.

To use the **Message Logs** function:


1. Click on the **Admin** menu item on the navigation bar.




This will open the **Administration** home page.

Step 6 – Referral Acknowledgement, Statistics and Tracking

Administration

Welcome Simone

Edit your details


Reports

Message Logs

E-referrals made via Connectingcare this month (February): **114**
Username: **swood1** Security Level: **1**

4. Click on the **Message Logs** icon .

This will display the **Message Logs Search** dialog.

Message Logs Search

 [Admin Home](#)

Export
☐ Export to file
Field Delimiter: ☒ Tab ☐ "|" (pipe symbol)

Search for messages
☒ Made by Me
or enter specific referral id: (e.g. 12345)

Dates
(Click to select a date)
Start: End:

Logged in as: **lcarter1** | Results per page

MessageID	Date	Organisation (Sender)	Referrer (Sender)	Provider (Receiver)	Service (Receiver)	Status	Type	Method
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

5. Enter or select the **Start** and **End Dates** for the date range of referrals to be viewed.
6. If you wish to filter your search for a specific referral made by yourself, enter the **specific referral id** in the **Search for messages** section.
7. If you wish to export the search results to a file, select the **Export to file** checkbox in the **Export** section.
8. Click the **Search** button .

Step 6 – Referral Acknowledgement, Statistics and Tracking

MessageID	Date	Organisation (Sender)	Referrer (Sender)	Provider (Receiver)	Service (Receiver)	Status	Type	Method
138981	Wednesday, 14 March 2012 3:44:41 PM	Connectingcare Online System	Sriram R	Connectingcare Online System	Acquired brain injury information/referral	SUBMITTED	Secure Email	SCTT06
138979	Wednesday, 14 March 2012 3:29:20 PM	Connectingcare Online System	Sriram R	Connectingcare Online System	Acquired brain injury information/referral	ACCEPTED	Secure Email	SCTT06
138978	Wednesday, 14 March 2012 3:21:43 PM	Connectingcare Online System	Sriram R	Connectingcare Online System	Acquired brain injury information/referral	PENDING	Secure Email	SCTT06
138977	Wednesday, 14 March 2012 3:20:55 PM	Connectingcare Online System	Sriram R	Connectingcare Online System	Acquired brain injury information/referral	PENDING	Secure Email	SENDFILES
138976	Wednesday, 14 March 2012 3:19:45 PM	Connectingcare Online System	Sriram R	Connectingcare Online System	Acquired brain injury information/referral	REJECTED	Secure Email	SCTT06
138973	Wednesday, 14 March 2012 10:40:31 AM	Connectingcare Online System	Sriram R	Connectingcare Online System	Acquired brain injury information/referral	ACCEPTED	Secure Email	SCTT06

The grid contains the following information:

- **ID** – no client-identifying data is stored on the **Connectingcare** website so only the unique identifier is listed. **Note:** You can click on this link to display further details about the referral.
- **Date** – the date and time the referral was sent
- **Organisation** – the sending organisation
- **Referrer** – the sending referrer
- **Provider** – the receiving Provider
- **Service** – the receiving Service
- **Status** – the referral Status (Submitted, Accepted, Pending, Rejected)
- **Type** – the type of referral (Secure Email, Attachment).

The referral **Status** is automatically updated when the Receiving Provider logs in and responds to your referral, refer to *Referral acknowledgement*. The referral **Status** is colour coded as follows:

- Accepted Referral – green
- Pending Referral – yellow
- Rejected Referral – Red
- Submitted (but not responded to) Referral – white.

Tracking referrals

Tracking referrals is a combination of your good practice and the following features of **Connectingcare**:

1. *Save and Print the SCTT form* before sending it. This is described in detail in *Step 5a - Sending a referral using online SCTT*.

Step 6 – Referral Acknowledgement, Statistics and Tracking

2. Record the Referral ID on your paper files and client management IT system. This is a unique number assigned to each referral or secure message that has been sent through **Connectingcare** and is displayed on the **Success:Referral Sent!** pop-up window *when the eReferral has been sent*.
3. Monitor your own email Inbox and your *Referral Statistics* section within **Connectingcare** to confirm the response from the Receiving Provider. If the Provider does not respond, follow up with a phone call.
4. If the referral is **URGENT** you must make phone contact with the Receiving Provider notifying them PRIOR to sending them the eReferral.

Step 7 - Adding Services to Your Favourites

Step 7 - Adding Services to Your Favourites

Frequently referred to **Services** can be easily added to a **Favourites** list for quick retrieval in future **Connectingcare** sessions.

To add **Services** to your **My Favourites** list:

1. Make sure you are logged into to **Connectingcare**.
2. Navigate your way to a **Service** page using one of the Search methods, refer to *Error! Reference source not found..*
3. Click the **Add to My Favourites** link near the bottom of the **Service** page.

Connectingcare

Home | Search | Help | Admin | My Favourites | Contact | About

connectingcare

Web: www.connectingcare.com

Connectingcare Online System

Level 5, 355 Spencer Street, WEST MELBOURNE 3003 VIC
1800 number: (03) 1800 300 012
Email: connectingcare@data.com.au (enquiries only)

Acquired brain injury information/referral - PKI Service to SW - Connectingcare

Service Contact
Voice/ Land Line: (03) 93230234

An appointment is required to access this service

Fees
Other

Eligibility

Catchment(s) (Local Government Areas where this service is available)
Boroondara (C), Kingston (C), Latrobe (C)

Availability

- **Weekday:** 9:00 AM - 5:00 PM
- **Saturday:** 9:00 AM - 1:00 PM

< [Back to Connectingcare Online System home page](#)

Last updated in HSD on: 14/03/2012 4:08:40 PM

[Edit this Service](#)

+ Add to My Favourites

Information on this page has been provided by the relevant organisation.
If any information above appears incorrect, or more services should be listed, please contact the local [database administrator](#)

Messaging this Service

eReferral ** R
ONLINE SCTT

Send File(s) securely

[Help with making referrals](#)

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This will automatically add the **Service** to your **Favourites** list and display the *Manage My Favorites* pages.

Viewing your Favourites list

To access your **Favourites** list:

1. Click on the **My Favourites** menu item on the navigation bar.



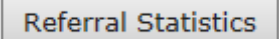

Step 7 - Adding Services to Your Favourites

Home/Search | Help | Admin | **My Favourites** | Contact | News/About

This will open the **Favourites** page.

The screenshot shows the 'My Favourites' page. At the top, there is a navigation bar with links: Home/Search, Help, Admin, My Favourites (highlighted with a red box), Contact, and News/About. Below the navigation bar, the page content is divided into several sections. On the left, there is a search bar labeled 'Site/Agency Name' with a 'Search' button. To the right of the search bar are three buttons: 'Manage Favourites', 'Message Logs', and 'Edit My Details'. Below these buttons, there are three large, colored rectangular buttons stacked vertically. The first is orange and labeled 'Make a Referral to one of my favourites' with a dropdown arrow and the word 'Refer' in red. The second is green and labeled 'Send a file securely to one of my favourites' with a dropdown arrow and the text 'Send File(s)'. The third is yellow and labeled 'View home page of one of my favourites' with a dropdown arrow and the text 'Service Info'.

The following options are available on your **Favourites** page.

- **Search**  - this works in the same way as described in the *Error! Reference source not found.* which a view to *adding a Service* to your **Favourite** list
- **Manage Favourites**  - this links to the *Manage My Favourites* function
- **Referral Statistics**  - this links to the *Message Logs* function
- **Edit My Details**  - this links to the *Edit your login details* function.

Actions using your Favourites

The following actions are available with your favourite **Services**:

- **Refer** - select the **Service** from the drop-down list to *create a SCTT form*

The image shows a close-up of the 'Refer' button. It is an orange rectangular button with a white dropdown menu on the left that says 'Make a Referral to one of my favourites'. On the right side of the button, the word 'Refer' is written in red.

- **Send File(s)** - select the **Service** to send files securely. **Note:** This list will only contain **Services** that can accept eReferrals.

Step 7 - Adding Services to Your Favourites

Send a file securely to one of my favourites ▼

Send File(s)


- **Service Info** – select **Service** from the drop-down list to view the **Service's** Directory page.

View home page of one of my favourites ▼

Service Info


Managing My Favourites

To manage your **Favourites**:

- click the **Manage Favourites** button  on the **Favourites** screen.

This will display a grid containing the **Services** that have been added to your **Favourites** list.

Manage My Favourites

 [Back to my favourites](#)  [Home](#)


Check the box beside the items you wish to remove from your favourites and click Submit.
To add a service to your favourites, browse to the service home page and click on 'Add to My Favourites' at the bottom of the page.

Delete	Provider	Service
<input type="checkbox"/>	Shire of Melton	Facility Based Respite
<input type="checkbox"/>	Diamond Creek Medical Centre	General Practice/GP (doctor)

Submit

[Back to My Favourites](#)

To remove a **Service** from your **Favourites** list:

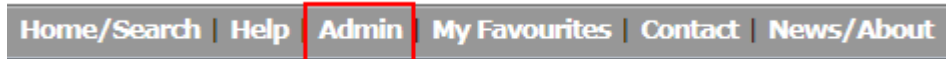
1. Select the **Delete** checkbox against the **Service**.
2. Click the **Submit** button .

Step 8 - Editing your User details

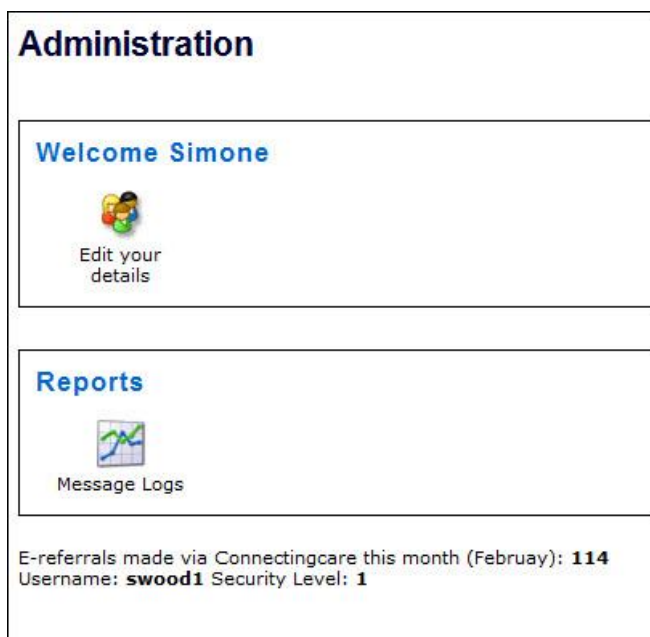
The **Edit your details** function in **Connectingcare** allows you to update your login details.


To use the **Edit your details** function:

1. Click on the **Admin** menu item on the navigation bar.



This will open the **Administration** home page.





2. Click on the **Edit your details** icon .

This will display the **Edit your login details** dialog.

Step 8 - Editing your User details

Edit your login details

 [Back to my favourites](#)  [Home](#)

Edit Details

Login Name:

Password:

Confirm Password:

Full Name:

Email Address:

Site Name:

Position:

Telephone:

Fax:

3. Make the required changes to any of the fields. **Note:** You cannot change your **Login Name** or your **Site** name. To associate your account with a new **Site**, contact your administrator via the **Contact** page.
4. Click the **Submit** button .