

23 January 2020

Dear GP

The Primary Health Network (PHN) and Hunter New England Health have partnered on a project to improve the way referrals are received and processed.

From May 1 2020, GPs who are using Medical Director and Best Practice Clinical software will be required to submit referrals to Hunter New England Health and PHN Commissioned services using SeNT eReferral software. Faxed referrals will no longer be accepted from these practices.

To date over 12 000 eReferrals have been received from GPs using SeNT and the improved accuracy of these referrals has resulted in a much faster and complete triage process, ultimately benefitting patients.

SeNT eReferral supports GPs to include in their referrals everything required by the receiving service. This includes the specific demographic and clinical information, tests and pathology results required for the triage process.

SeNT eReferral ensures referrals are sent to the right place and require less administrative processing time. Compared to the old referral process, fewer eReferrals need to be returned to the GP for additional information.

For this reason, the decision has been made to transition to electronic referrals only.

We appreciate that this new process may require some changes to your current referral practices and the PHN is committed to providing you with any assistance you may need in moving to this new way of referring.

Please see enclosed an information sheet outlining the transition process, including contact details if you would like to speak to a representative from the PHN or Hunter New England Health.

We look forward to working together to improve these processes for our patients.

Yours sincerely



Richard Nankervis
Chief Executive Officer
HNECC PHN



Michael DiRienzo
Chief Executive
Hunter New England Health