

# Refer your patient to Metro South Health using Secure Messaging

## Building Digital Health and Improving the Patient's Journey

### What's new?

Healthcare providers are able to refer their patients to Metro South Health using Secure Messaging or Secure Transfer Service (STS). A new Secure Messaging address has been created by Metro South Health where referrals for the following services can now be sent:

- Specialist outpatient and allied health services at:
  - Princess Alexandra (PA) Hospital
  - Queen Elizabeth II (QEII) Hospital
  - Logan Hospital
  - Redland Hospital
  - Beaudesert Hospital.

Mental Health, Oncology, Radiology, Community Services and Palliative Care referrals should continue to be sent directly to these services (see [our website](#) for more details).

### Benefits of Secure Messaging

The benefits of Secure Messaging include:

- Automated notification of successful message delivery, so that referrers know, without delay, that a referral has been received by Metro South Health.
- Ability to digitally sign referrals.
- Improved business processes and reduced costs (for referrers and Metro South Health) e.g. less time printing, faxing, scanning, filing and posting documents.
- Secure exchange of clinical information and documents regarding a referral.
- Confidential patient information is only seen by the treating clinician/s (and those directly managing the referral).
- Potential to improve the timeliness of referral management and therefore the quality of the care provided.

**Source:** Australian Digital Health Agency (Commonwealth Government)

One of the 5 eligibility requirements for the eHealth Practice Incentive Payment (ePIP) is to have the capacity for secure messaging. Further information about ePIP requirements is available at:

<https://myhealthrecord.gov.au/internet/mhr/publishing.nsf/Content/news-003>

### Metro South Health's new Secure Messaging address

Healthcare providers can now refer their patients to Metro South Health (MSH) via a single, new Secure Messaging (or STS) address for the **MSH Central Referral Hub**, as follows:

- The address in Medical Objects is: **MQ4113000HC**
- The address in HealthLink EDI is: **qldmshrh**

## How much does it cost?

- For GPs who use [Medical Objects](#) or [HealthLink](#) as their Secure Messaging provider, inbound messages and outbound messages are free.
  - There are also savings associated with sending and receiving communications via Secure Messaging including: reduced costs for paper, printer, scanning and envelopes as well as reduced admin time and time lost to follow up checks as to whether a referral was successfully sent or received.

## How does it work?

The process for sending referrals to Metro South Health using Secure Messaging is described below.

GP (or other referrer) – sender of referral	Metro South Health (Central Referral Hub) – receiver of referral
<ul style="list-style-type: none"><li>• GP sends secure message referral</li></ul>	<ul style="list-style-type: none"><li>• Receives secure message referral</li><li>• Assigns the referral a unique “Transaction ID”</li><li>• Sends an automated reply to the GP via Secure Messaging, to indicate the referral was received. This automated reply to the GP also contains the unique “Transaction ID” for reference purposes</li></ul>
<ul style="list-style-type: none"><li>• GP receives an automated reply from Metro South Health to indicate the secure message referral was received (this reply also includes the unique “Transaction ID” for that referral, for reference purposes</li></ul>	<ul style="list-style-type: none"><li>• Referral is processed at the Central Referral Hub and assigned an unique “Referral ID” for reference purposes</li><li>• Referral is sent by the Central Referral Hub to the relevant facility or service area within Metro South Health, for waitlist management and appointment scheduling</li></ul>
<p><b><u>If there are attachments to be included with the referral that cannot be sent via secure messaging</u></b> (for example: images or PDFs), <b><u>please send the entire referral with attachments via Kiteworks</u></b> to ensure all patient information is available for assessment within a single file.</p> <ul style="list-style-type: none"><li>• GP contacts the Central Referral Hub via email to <a href="mailto:MetroSouth-ReferralHub@health.qld.gov.au">MetroSouth-ReferralHub@health.qld.gov.au</a> to request a Metro South Health “Kiteworks” upload link</li><li>• GP clicks on the “Kiteworks” link in the email to upload referral and all additional information into the secure Metro South Health “Kiteworks” account</li></ul>	<ul style="list-style-type: none"><li>• Emails a “Kiteworks” link to the GP for them to upload the referral and additional referral material that cannot be sent via Secure Messaging into Kiteworks.</li></ul>

## What do I need to do?

- Update your Secure Messaging address book as follows:
  - If your secure messaging vendor is [Medical Objects](#), the above-mentioned Metro South Health Secure Messaging address will be available in the Medical Objects address book.
  - If your secure messaging vendor is [HealthLink](#), please refer to your [clinical software manual](#) for assistance.

## How do I get help?

The Brisbane South PHN digital health team and/or Metro South Health GP Liaison Officer Program (GPLO) can provide support, training and resources for GPs.

Contact details for the **Brisbane South PHN**:

Phone: 1300 467 265

Email: [ehealth@bsphn.org.au](mailto:ehealth@bsphn.org.au)

Website: <http://www.bsphn.org.au/primary-health-support/digital-health>

Contact details for the **MSH GPLO Program**:

Phone: 1300 364 155 – option 2

Email: [GPLO\\_PROGRAMS2@health.qld.gov.au](mailto:GPLO_PROGRAMS2@health.qld.gov.au)

Website: <https://metrosouth.health.qld.gov.au/referrals>