

[Secure Document Transfer Project](#)

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Status:

[Completed](#)

While Secure Messaging for external referrals into the Metro South Health Central Referral Hub is now available, other Metro South Health referral pathways that operate outside of the Hub do not currently allow General Practitioners to send referrals using Secure Messaging technology. Example of referral pathways that operate outside of the Metro South Health Central Referral Hub include: Addiction and Mental Health Service referrals as well as emerging referral pathways for Nurse Navigator roles.

This project aims to explore technical solutions (as an alternative to fax, email or post) where this relates to secure communications between Metro South Health and external referrers such as General Practitioners.

Aims & Goals:

The Project aims to deliver an analysis of (and recommendations for) the secure and efficient transmission of referral information for the following Metro South Health services:

1. Addiction and Mental Health Services
2. Specialist outpatient departments
3. Nurse Navigator roles

Evaluation/outcomes:

While pockets of innovation exist in relation to secure document transfer, these solutions did not meet the project's requirements (being the ability to easily and securely share clinical information with providers outside of the Queensland Health network including clinical information such as PDFs and photographs, where these documents might also be integrated with clinical records at the hospital and GP end). The project also considered state-wide secure document transfer solutions that are being progressed through Queensland Government agencies (including eHealth) and found that these state-wide solutions have specific focus areas such as referral management, which limit their widespread adoption.

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Messaging, STS, Referral

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