

QUALITY GHiP REFERRALS

How do you refer:

1. Share a pamphlet with your patient and point out the contact options for self-referral (phone, email, online at www.gethealthynsw.com.au/program/get-healthy-in-pregnancy/)
2. Use the form on eMaternity, or Powerchart during the 1st booking in visit and fax or email the referral to the service
3. Use a printed health professional or group referral form and fax or email to the service
4. Call **1300 806 258** with your client for a handover or "warm-transfer" to start today!

Remember this will change in late 2020 to include eReferrals from eMaternity!

Important things to include and remember when referring:

1. All registered health professionals can refer – (but unfortunately not undergrad students)
2. Your client's name, postcode, email and phone number
3. Your name, email and phone number
4. Where you work (ward and hospital) and postcode
5. If your client identifies as Aboriginal or Torres Strait Islander
6. Tick that you would like feedback

What is the most essential element of a quality referral?

Consent!

What constitutes informed consent?

The client needs to show they understand:

1. Why they are being referred
2. Where and to whom they are being referred to
3. What to expect from the service and how it applies to them individually
4. What information will be shared with the service

The referrer needs to obtain:

1. Permission from the client to pass on information
2. Correct contact details
3. Confirmation the referral was sent to the correct place

We have found that 'opt out' methods of referral collection lead to poor quality referrals

