refeRHEALTH

refeRHEALTH

User Handbook for Service Providers

For Version 3 released 2020

Last Updated November 2021

refeRHEALTH

1 Contents

2   About refeRHEALTH

Current Version: 3.0 (released 2020)

refeRHEALTH is a secure online referral tool that can be used to effectively manage resources, referrals, and performance for health services.

Any service provider contracted by the DDWMPHN or WQPHN for mental health services is required to use refeRHEALTH. This has been included in your contract as the means of collecting the Primary Mental Health Care Minimum Data Set (PMHC-MDS). All PHN funded services for mental health are required to report on the PMHC-MDS, a requirement set down from the Department of Health. refeRHEALTH has been designed to make this as easy as possible for service providers, as well as provide referrers with a convenient tool to track the progress of their referrals to different PHN funded services.

3   Profile/Account

To edit user details and notification options, log in to refeRHEALTH, click on the username at the top left-hand corner, and select one of the options: My Details, Change Password, Notifications, My Departments, or Log out.
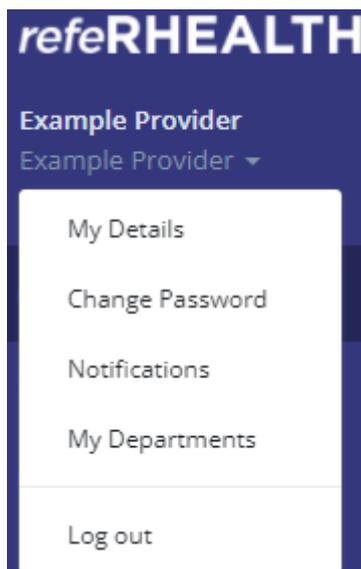
3.1   Changing Departments

Some users will have access to multiple departments in refeRHEALTH. To swap between departments, click on the username in the top left-hand corner and select the appropriate department.

Note: When entering referrals, ensure the correct department is selected first, as this will be transferred to any referrals created.

3.2   My Details

Note: Two-factor authentication is required for data security. RHealth strongly advises that every user provide a mobile number so that the code can be received by SMS. This avoids the issue of emails being blocked or delays in receiving an email causing log in issues.

- **Your Name** – any changes to a user's name must be requested via email to Helpdesk
- **Username** – any changes to the username must be requested via email to Helpdesk
- Edit **Email** and/or **Mobile** number and Save Changes.
  Note: please ensure these are correct as a two-factor authentication code will not successfully send to an incorrect email or mobile.

Changing password

Users can change their passwords here. Passwords must meet the following criteria:

- ✓ Be at least 8 characters long.
- ✓ Contain at least one number.
- ✓ Contain at least one non-alphanumeric character.

3.3   Notifications

Referral notifications and Intake reminders (Officer permissions required to edit Intake Status, see User Permissions) can be received via refeRHEALTH (web), email, or SMS.

3.4   My departments

Allows the user to view their permissions and the departments to which they have access.

3.5   Reset password

Users must send a password reset request via email to helpdesk@rhealth.com.au.

3.6 User Permissions

Note: User permissions can only be updated by refeRHEALTH Administrators.

- **Clinical Referrer** - Allows the user to create referrals and view sessions that have been recorded by the service providers.
- **Non-clinical Referrer** - Allows the user to create referrals and upload files to them but cannot view sessions recorded by the service provider.
- **Service Provider** - Allows the user to record sessions, contact and non-attendances on referrals that have been made to their department.
- **Leader** - Allows the user to review referrals when requested by other service provider users in their department (see Request Review).
- **Officer**
    - Referring departments: Allows the user to view all referrals made regardless of their department referral sharing setting (see Referral Sharing).
    - Providing departments: Allows the user to manage their provider directory profile (see Update Intake Status), gives them access to the invoices area (see Invoices), and provider access to all referrals made to their department.

4 Dashboard

The Dashboard provides an overview of New Referrals (i.e., these are referrals **to** the user's department), Recently Updated Referrals, and Latest News articles. From the dashboard, in the top right-hand corner of the screen, a user can also select to Update Intake Status or Make Referral. See below for more information.

4.1 Update Intake Status

The information that appears within the Provider Directory for the user's department can be updated by users who have Officer permissions. This can be done through clicking on Update Intake Status from the Dashboard.

5 Notifications

Referral notifications are now received in a mailbox within refeRHEALTH. These are titled "Web" notifications. These are accessed through an envelope icon at the top right-hand corner of refeRHEALTH when logged in.

When a note is created on a referral for the user's department, and the option to receive web notifications for that program is ticked under the user's Notifications, a red number will appear on the icon.

5.1   View Notifications

To view notifications, click on the envelope icon in the top right-hand corner of refeRHEALTH and select the new notifications or **All Notifications**. Click on the unread notification and select to **Go to Referral**. Notifications can be deleted at any time.

5.2   Edit Notification Options

Click on the username at the top left-hand corner and select Notifications.
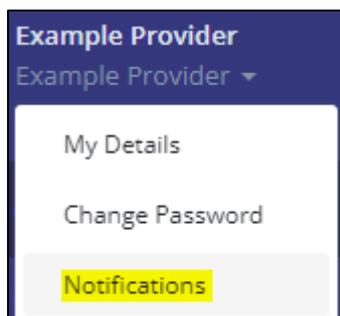
6   Patients

Only patient records that have/had a referral connected to the user's department (as a referrer or a service provider) are viewable by users within that department.

6.1   Search Patients

Patient records can be searched by selecting Patients from the left-hand menu. Patients can be searched by first and/or last name, suburb, or Department of Health ID. To view the patient, click on the patient's name shown in blue, which indicates it is a link to the record.

6.2   Create a Patient

Patient records can only be created when entering a referral (see Create a Referral). If the referral process is not completed, the patient details will need to be entered again.

6.3   Edit a Patient

A patient's contact details, next of kin, and GP details can be edited through the patient record, accessed from the Patient menu or while in the patient's referral (see Patient record). Once the patient record is open, select **Edit patient** from the Actions menu on the right-hand side of the screen.
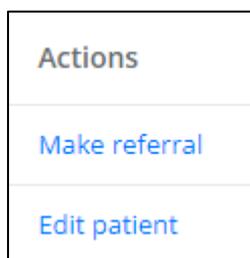
Once the patient contact details have been updated, select Save Changes at the bottom of the screen.

Note: The patient's name, gender, and DOB can only be amended by refeRHEALTH Administrators. To request this, add a note to the patient's referral and select to Notify refeRHEALTH Administrators.

7   Referrals

7.1   Search Referrals

Select Referrals from the left-hand menu. If the user's department both makes and receives referrals, the user will see two tabs under a referral search: 'Referrals to Me' and 'Referrals I've Made'. 'Referrals to Me' are all referrals made to the department by another referrer (i.e., the user is the Service Provider). 'Referrals I've Made' are all referrals made as a referrer (i.e., the user is the Referrer).

Referrals To Me	Referrals I've Made
Referral No:	
Program:	⌄

Referrals are colour coded to show when they have been viewed by the provider.

🟥 Not seen by provider   🟧 Seen, no sessions   🟩 Seen, with session within 90 days   🟦 Seen, last session outside 90 days

Search by: Referral No, Program, Referrer, Referral date range, Patient name, Patient suburb, and/or Most Recent Session.

Note: to include closed referrals, the user must change the Status option to "Any status" or "Closed", otherwise only Open referrals will be displayed.

Click 🔍 Search

7.2   Export Referral Lists

Search the referrals first (see Search Referrals above) to display the required data.

Click ⬇ Export

Data will be downloaded as a .CSV file (open with a spreadsheet program).

7.3   Create a Referral

<mark>**NOTE: The referral fields to be completed differ between programs. This is an example.**</mark>

1. Select Make Referral from the Dashboard, Referrals screen or Patient Details screen.
2. Patient Name: On the 'Create Referral' screen enter the patient's name, DOB, and either mobile or suburb, or both.

Note: If the referral was created from the patient record (see Search Patients) or the referral (see Make new referral), this step is skipped.

Patient Name *	First	Last
Date of Birth *		
Mobile		
Suburb		

Continue...   Cancel

3. Existing or New:

Either select an existing patient if one is shown or create a new patient. If the patient is already entered in the system with the same details, the existing patient can be chosen.

Create Patient

If name, DOB, and either location or mobile match an existing patient, you have the option to 'Choose' the existing patient, rather than create a duplicate record.

Existing Patients

Here are some existing patients of the same name. If any of these match your patient, please choose that patient instead.

Name	Date of Birth	Location	Phone
Marco Polo	01/01/1999 (age 21)	TAABINGA QLD 4610	Choose

OR a new patient can be created following the flow of the form. Fields that have an asterisk (*) are mandatory (see next page for screenshot of patient details screen).

Note: If the patient address or mobile number have changed, you can still choose the existing patient file. The patient contact details can be edited after choosing the patient. ==*Please DO NOT create a new patient file unnecessarily.*==

Create Patient

Existing Patients

No existing patients were found with the details you provided.

Create New Patient

Name *	Albert	Einstein

Gender * ○ Male ○ Female ○ Withheld ○ Other

Date of Birth * 14/03/1879

○ Estimate ● Accurate

Phone

Mobile * _____ No number given

Email

Address *

Suburb * TOOWOOMBA QLD 4350

Country of Birth * Australia

Aboriginal * ○ Yes ○ No ○ Unknown

Torres-Strait Islander * ○ Yes ○ No ○ Unknown

Language Spoken at Home English

4.   Additional Patient Details: Guardian/Next of Kin and GP Details can be entered but are optional. Once details have been completed click Create Patient.

Guardian/Next of Kin Details

Name

Relationship

Phone

Address

GP Details

GP Name

GP Clinic

GP Phone

Create Patient   Cancel

5.   Program: Select the program the referral/s (multiple referrals can be created at this point). Press Continue... at the bottom of the screen.

Make Referral

You are making referrals for **donald duck** on behalf of **PHN Referrer Demo**.

Choose which programs you want to make referrals for. To view the program description and eligibility select the program on the left.

Available Programs

☐ ! Suicide Prevention - The Way Back Support Service	**4999** referrals available
☐ Aboriginal and Torres Strait Islander Social and Emotional Mental Health Support	**5000** referrals available
☐ Health Service Navigator (HSN)	**5000** referrals available

Note: Ensure that the correct program is selected at the first creation screen, as this cannot be changed later.

6. Provider: Choose a Service Provider. Use the search function to find providers by name or region.

Note: if multiple referrals are being created, the Service Provider needs to be selected for all programs.

Choose Service Providers

Targeted Psychological Therapies - Better Access Support	Targeted Psychological Therapies - Provisional/Urgent

example   Any region   Q Search

Name	Regions Serviced
● **Example Provider** 4 Tourist Road TOOWOOMBA EAST QLD 4350	Goondiwindi Region, Toowoomba Region

Next Program →

7. Referral Details: Referrer's name (e.g., GP name) and Referral Date.

Note: Ensure the referral date is the date the referral was made, as no sessions can be dated prior to the referral date.

Referrer's Name *	Dr Moreau
Referral Date *	01/11/2021

8. Patient Consent: Indicate patient consent for all programs selected. Patient consent is required.

○ Consent has been given (required for referral to be made)
○ Consent has **not** been given

9. Additional Referral Details: Note the asterisk is present on required fields. Different programs may require different information.

Additional Referral Details

Mandatory Referral Data

Diagnosis/reason for referral and MDS data items

Suicide Risk Flag – Where recent history of suicide attempt or risk has been noted as a factor on this referral *

If HIGH PRIORITY NEEDING TO BE CONTACTED WITHIN 48 HOURS please ensure 'Suicide Flag' is ticked at the top section of this referral. IMPORTANT:

10. Referrer Details: This section is to capture details of the **source** of the referral. If the referrer is entering the referral, they can simply select 'No' from the dropdown list to avoid entering their own information.
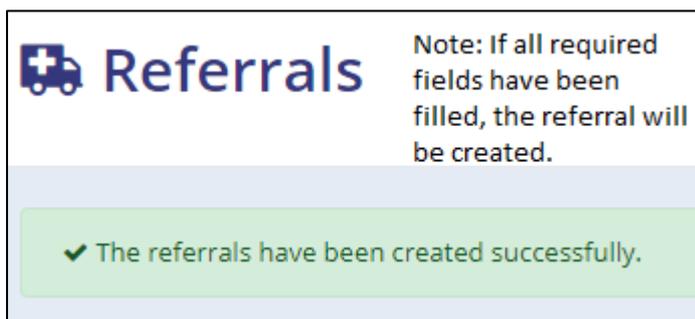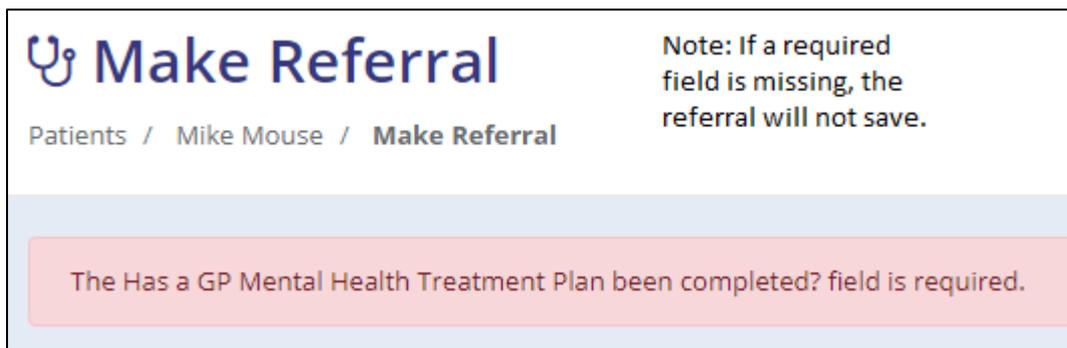
Has this referral been entered by a service provider? *This question relates to THIS referral, not in general. A provider who is referring a client to another provider is the referrer in this instance.*

Yes – this is selected if the provider (for **THIS** referral) is entering the referral and the referral has been received from another organisation and has not been put it through refeRHEALTH (e.g., GP faxed/emailed the referral). The referrer details should then be entered.

No – the referrer is entering the referral (e.g., GP).

Self-Referral – this is when a provider is entering a referral for a walk-in patient (not all programs allow for a client/patient to refer themselves – this should NOT be selected unless self-referrals are allowed by the program rules).

11. Finish: Select Make Referral at the bottom of the screen and confirmation will show that the referrals have been created successfully (if not, and error message with specific error information will show in red at the top of the screen).

Make Referral

Patients / Mike Mouse / **Make Referral**

Note: If a required field is missing, the referral will not save.

The Has a GP Mental Health Treatment Plan been completed? field is required.

Referrals

Note: If all required fields have been filled, the referral will be created.

✔ The referrals have been created successfully.

7.4   Add a note

A note can be added to a referral to communicate to the Referrer, Provider, and/or refeRHEALTH Administrators. Examples of when you might need to contact Admins is when requesting additional sessions for a referral, fixing a data entry error, or requesting assistance relating to that referral or patient.

1.   While you have the referral open, in the Overview tab, click on 'Add a note' (you can see this under the word 'Latest Activity' in the middle of the screen').

Latest Activity

Add a note...
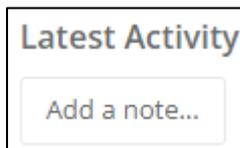
2.   Enter your request (see screenshot below), select the organisation to notify, and select Add Note.
3.   **Notes to Admins:** Admins will see this request, make the appropriate changes, and notify you through the Notes. You will see the Notification that you have a new note under the Mail icon at the top right-hand side of the screen.
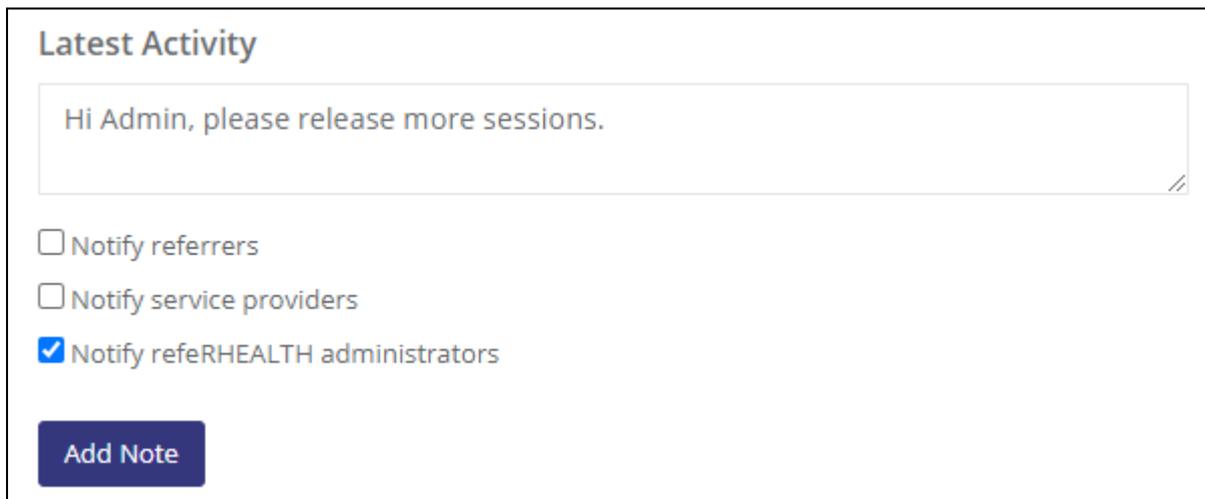4.   **Notes to Referrer/Service Provider:** A Referrer or Provider will see a Notification via Web/Email/SMS depending on the Notification settings they have selected (see Notifications).

Latest Activity

Hi Admin, please release more sessions.

☐ Notify referrers
☐ Notify service providers
☑ Notify refeRHEALTH administrators

Add Note

7.5   Upload a file

Files can be uploaded to referrals, such as MHTPs, referral forms, GP letters, outcome measure forms, etc. Any type of file can be uploaded; however, it is suggested that users stick to a standard type of format such as a word document (.docx) or a PDF.

1. Go the Files tab while in an open referral.

2. Then select to ⬆ Upload File
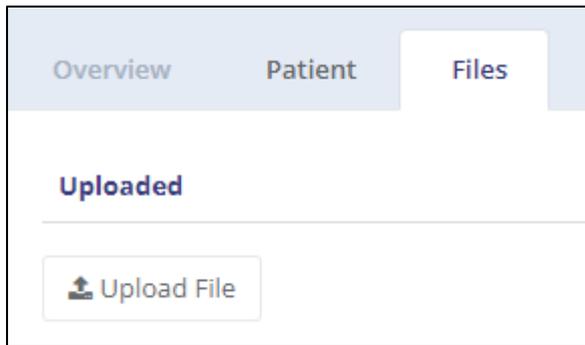
3. Choose a file to upload, then select Upload File.
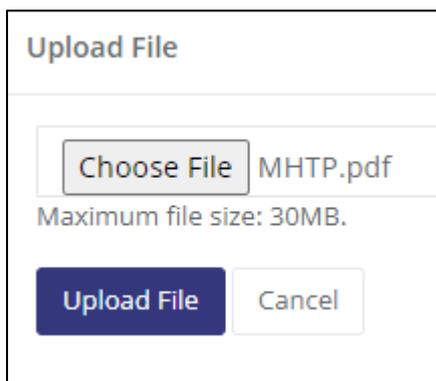
Note: To notify other users that the file has been uploaded, post a Note from the Overview Tab.

7.6   Actions

When in a referral, there is an Actions menu on the right-hand side of the screen that provides shortcuts to actions the user has available for that referral.

The **Referrer** on the referral will see the below options:

The **Service Provider** on the referral will see the below options:

Actions
Record contact
Record session
Record non-attendance
Request review
Print referral
Close referral

7.6.1   Record contact – Provider only

The link under the Action menu is a shortcut to the option to record a contact. This is also accessible through the Contact Tab on a referral by clicking the 'Record Contact' button:

Overview	Patient	Files	Contact

+ Record Contact

Note: Contact is for recording administrative contacts only (e.g., booking an appointment) and will not be reported.

7.6.2   Record session – Provider only

The link under the Action menu is a shortcut to the option to record a session. This is also accessible through the Sessions Tab on a referral by clicking the 'Record Session' button:

Note: If the program has a session limit, this will be reflected by the number on the Sessions Tab (i.e., 0/6 means zero out of six sessions have been used).

Overview	Patient	Files	Contact	Sessions (0/6)

+ Record Session

1. Select to Record a session through the Actions menu or the Sessions Tab
2. Enter session detail:
   a. Date ***the session cannot be dated prior to the Referral Date (if the incorrect referral date has been entered, add a note on the referral to rH Admins requesting the referral date to be amended)*
   b. Duration

     c.   Delivered By *if the provider is not listed, contact Helpdesk*

     d.   Region *this is the region the session took place*

     e.   Notes for Referrer – this field can be viewed by the referrer that is recorded against the referral. See the Overview Tab for Referrer Name and Organisation. Though the referrer may be shown, not all referrers are active within refeRHEALTH.

3. Suicide risk at session – if yes selected, this referral will be flagged, or remain flagged with a current suicide risk identified

4. Consent – some programs will require Patient consent

5. Additional session detail – fill out all required fields (marked with *)

6. First session detail – most programs will require Socio Economic Data to be collected for each new Episode (Referral) under the PMHC Program. This is collected on the first session only.

7.6.3   Record non-attendance – Provider only

The link under the Action menu is a shortcut to the option to record a non-attendance (otherwise called a DNA; did not attend). This is also accessible through the Non-attendances Tab on a referral by clicking the 'Record Non-attendance' button:

7.6.4   Request review – Provider only

A user can request a review of a referral by a Team Leader within the organisation. A Team Leader has 'Leader' permissions within refeRHEALTH. See User Permissions.

The user gets the option to send a Review request to any users who have Leader permissions (see below).
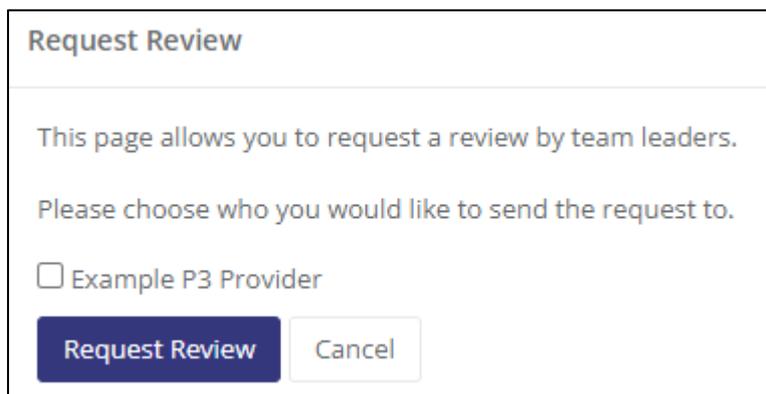
The Leader/s selected will then get a Web/Email/SMS Notification, depending on their Notification settings for that program (see below).
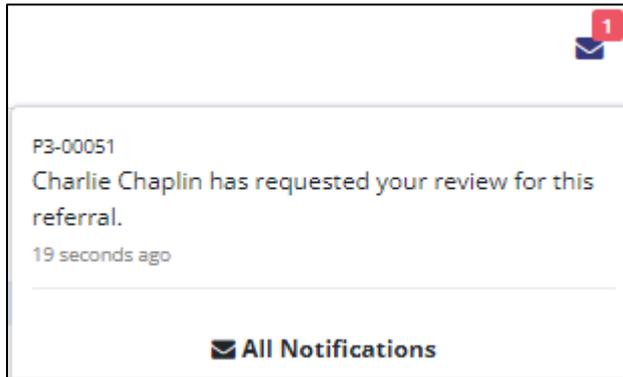
7.6.5   Print referral

A user can download a printout of a referral which will contain the following information:

- Referral Information
- Patient Information
- Contacts
- Sessions
- Non-Attendances

7.6.6   Close referral – Provider only

Providers can close a referral at any time by providing a Reason and an Effective Date. Some programs will require a post treatment outcome measure to be recorded on closure.

Note: Some referrals will close automatically if they expire (see Expiring Referrals).

7.7   Links

7.7.1   Patient record

This is a shortcut to the patient file that is linked with the referral. To quickly change patient contact details, click this link and select to Edit patient (see Edit a patient).

7.7.2   Make new referral

This is a shortcut to create a new referral for the patient that is linked with the referral. This will allow the user to skip the step of entering the patient's name at the beginning of the referral creation process. It will also ensure that a duplicate patient is not entered.

7.7.3   Invoice items – Provider only

This is a shortcut to the Invoices menu screen (see Invoices).

7.8   Add an Outcome Measure

7.8.1   Adding a post treatment outcome measure

A post treatment outcome measure can be recorded while entering a session by selecting 'No further services are planned for the client in the current episode'.

If the post treatment outcome measure needs to be recorded after the session has already been entered, this can be done through the Outcome Measures Tab on the referral.

1. Go to the Outcome Measures Tab while in the referral

Overview	Patient	Files	Contact	Sessions (4/6)	Non-attendances	Outcome Measures

2. Click 'Attach Outcome Measure' (note a session must be recorded to do this)

Outcome Measure	Context
Referral Outcome Measure (Optional)	Create referral
Pre Treatment Outcome Measure	Session #1

% Attach Outcome Measure

3. Select 'Post treatment outcome measure' and the last session entered, then select to Attach Outcome Measure.

Attach Outcome Measure

Outcome Measure *	Post treatment outcome measure
Context *	Session #4

Attach Outcome Measure   Cancel

4. Select the Edit icon (pencil) beside the Post treatment outcome measure

Outcome Measure	Context		
Referral Outcome Measure (Optional)	Create referral	✎	🗑
Pre Treatment Outcome Measure	Session #1	✎	🗑
Post treatment outcome measure	Session #4	✎	🗑

5. Select the tool used and the score and Save Changes.

Edit Outcome Measure: Post treatment outcome measure

Use this section for final treatment

Post treatment outcome measure

Post treatment outcome tool used *

K10+

K10+ Score *

24

Save Changes   Cancel

7.8.2   Adding an additional outcome measure (review)

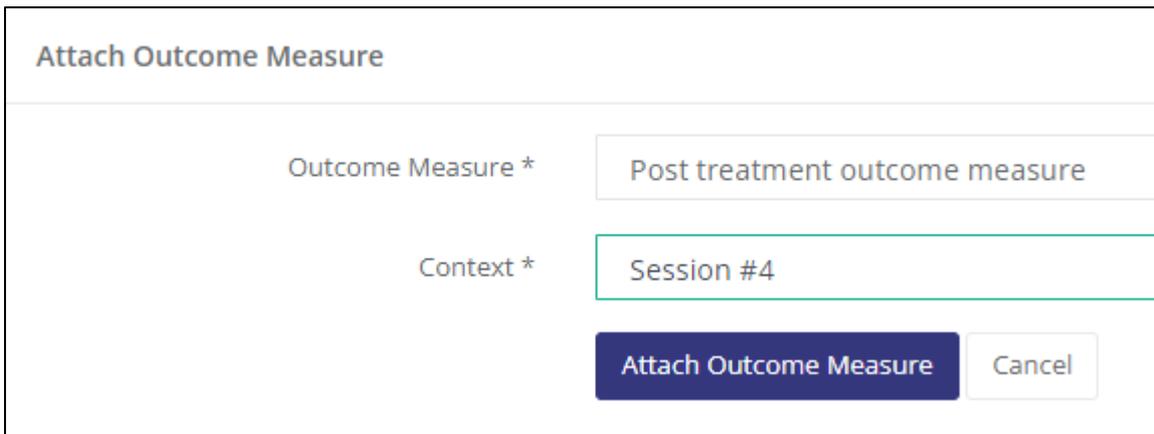1. To add an outcome measure to a session that is not a pre or post outcome measure, go to the Outcome Measure Tab on the referral and select 'Attach Outcome Measure' (note a session must be recorded to do this).
2. Select 'Additional Outcome Measure' and the session to which it relates, then select to Attach Outcome Measure.

Attach Outcome Measure

Outcome Measure *   Additional Outcome Measure (Optional)

Context *   Session #3

Attach Outcome Measure   Cancel

3. Select the Edit icon (pencil) beside the Post treatment outcome measure.

Additional Outcome Measure (Optional)   Session #3   ✏ 🗑

4. Select the tool used and the score and Save Changes.

7.8.3   Adding an alternative outcome measure

On some forms (not all) it is possible to add an alternative outcome measure (e.g., DASS 21, DASS 42, GAD 7, or other).

Session Question: Has a first session outcome measure been completed? ***No***

Session Question: Reason outcome measure has not been completed? ***Alternative outcome measure used***

Alternative outcome measure name (DASS 21, DASS 42, GAD 7, "Other outcome measure): **…**

Alternative outcome measure score: **…**

An example entry below:

7.9   Request additional sessions

Many programs allow for additional sessions to be requested. Once the session limit has been reached (e.g., 10/10) a button will appear on the Sessions Tab, Request More Sessions. This can be clicked once (this only needs to be done once), and rH Admins will be notified of the request. Once the sessions are released, the Provider will be sent a note on the referral advising this has been done, or a reason for why sessions could not be released.

Note: Some programs do not allow for additional sessions. The button may still appear for those programs, however, rH Admins will advise the provider of the program guidelines if the user is unaware or clicks the button accidently.
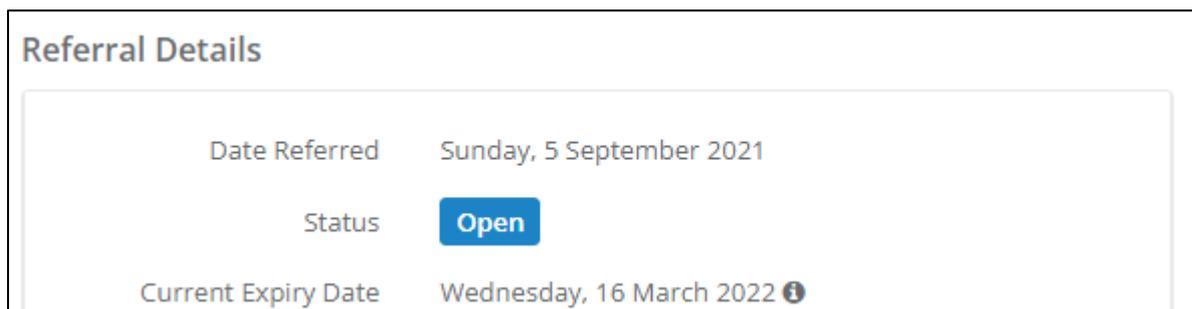
Overview	Patient	Files	Contact	Sessions (10/10)

This referral has reached its session limit.

Request More Sessions
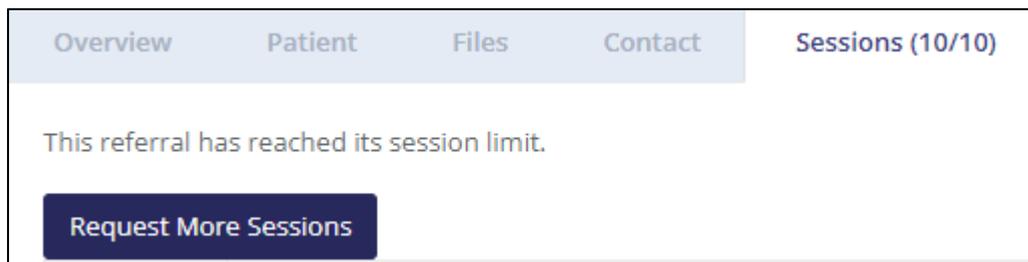
Users can also request more sessions by adding a Note to the referral and selecting to 'Notify refeRHEALTH Administrators' (see Add a note).

7.10   Expiring Referrals

Some referrals will close automatically if they expire. This happens if they have no activity (i.e., no notes, contacts, sessions, or non-attendances recorded) for a program specific period of time. The expiry date is shown on the Overview Tab under Referrer Details (see below). To see what the expiry period is for that program, hover over the information icon next to the expiry date.

To keep a referral open that is about to expire, you can add a note to the referral and this will extend the expiry date.

Referral Details

Date Referred	Sunday, 5 September 2021
Status	**Open**
Current Expiry Date	Wednesday, 16 March 2022 ⓘ

8   Invoices

The invoicing feature is not utilised by DDWM PHN.

For WQ PHN, those providers who invoice sessions will receive a recipient created tax invoice (RCTI). This can be accessed/viewed through the Invoices menu.

8.1   Budgets

Those WQ providers who have contracts with RHealth can view their current yearly budgets through the Budgets Tab under the Invoices menu.

9   Service Provider Directory

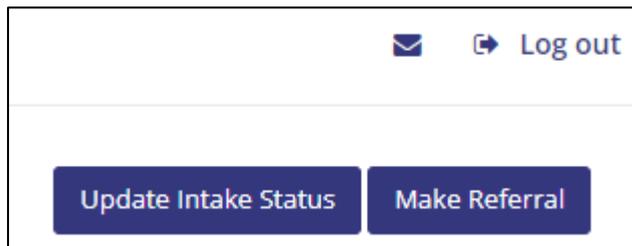The Service Provider Directory can be accessed through the Provider Directory menu.

9.1   Search

Search the Provider Directory by entering organisation name, region, and/or program, and selecting

[Q Search]
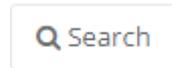
9.2   Edit

Users with Officer permissions can edit their organisations Provider Directory information by selecting 'Update Intake Status' on the Dashboard.

10 Organisation Settings

10.1 Referral Sharing

Organisations have the below options regarding what referrals users can access. This is mainly used for GP clinics.

- Private Setting
    - Referrers – the user who entered the referral can see the referral, however, if the referrer is updated by refeRHEALTH Administrators, the Referrer Name shown on the Overview Tab is the user with access to view the referral.
    - Service Providers – Provider users can see all referrals.
- Shared Setting – All users can see all referrals.

10.2 Notification Email

Organisations can nominate an email address to receive all notifications alongside separate user notifications (e.g., an email address like 'intake@provider.com.au'). If you would like to set this up, please email helpdesk@rhealth.com.au (this is optional).

10.3 Programs Referring

Each organisation is provided access to refer to programs. If there is a program the organisation refers to, but this is not listed when creating a referral, please contact Helpdesk.

10.4 Programs Providing

The PHN approves the programs that each Provider Organisation is given access to within refeRHEALTH. To amend this, please contact your PHN Program Officer who will then need to notify refeRHEALTH Helpdesk.

11 Reports

11.1 Patients Report

List of patients with basic, non-identifiable information.

- Identifier
- Birth year
- Gender
- Language
- English Skill

11.2 Patient Gender Report

Number of patients, referrals, and sessions per gender.

- Gender (M/F)
- Number of Patients
- Number of Referrals
- Number of Sessions

11.3 Session Usage Report

List of programs with number of referrals and sessions and their invoiced and outstanding costs.

- Provider
- Program
- Referrals
- Sessions Used
- Sessions Unused
- Invoiced
- Est. Outstanding

11.4 Program-Region Breakdown Report

Number of referrals and sessions and amount invoiced per program and region.

- Program
- Region
- Number of Referrals
- Number of Sessions
- Amount Invoiced

11.5 Sessions Report

List of all sessions and non-attendances.

- Referral Number
- Referral Date
- Referral Status
- Sessions Date
- Minutes
- Patient Attended
- Region
- Provider User

12 Glossary

12.1.1   Referrer – The professional/practitioner who referred the client, the referral source (e.g., GP)

Note: some services delivered in primary mental health care allow clients to refer themselves for treatment. This would be considered a self-referral.

12.1.2   Provider (also Service Provider) – PHN-commissioned provider organisation/clinician

12.1.3   Patient – also called Client in the PMHC MDS

12.1.4   Referral – also called Episode in the PMHC MDS

12.1.5   Session – also called Service Contact in the PMHC MDS

12.1.6   PHN – Primary Health Networks are independent organisations that are funded by the Australian Government Department of Health to manage health regions

12.1.7   PMHC MDS – The Primary Mental Health Care Minimum Data Set

Note: "The data reported by PHNs through the PMHC MDS will form the basis for production of key performance indicators (KPIs) used to monitor services delivered across the 31 PHN regions covered by PHNs." (see https://pmhc-mds.com/)

13 FAQ

13.1 How to get Helpdesk assistance

Requests for assistance will generally be answered within 1 hour during Helpdesk hours: Mon-Fri 9:30am to 3:30pm.

First Option – refeRHEALTH Note
When requesting assistance for on a referral, open the referral and send a Note to refeRHEALTH Administrators (see Add a Note).

Second Option – Email helpdesk@rhealth.com.au
If contacting Helpdesk regarding a patient or referral via email (helpdesk@rhealth.com.au), please use the referral number (e.g., CPTBAS-00001) to identify the referral/patient. This is so all communication outside of refeRHEALTH is de-identified.

Third Option – Phone 07 4638 1377
When a client/patient name needs to be disclosed (e.g., not in refeRHEALTH and unable to create a referral), please contact Helpdesk via phone, 07 4638 1377.

13.2 How to register for a login

Request a User Registration Form from helpdesk@rhealth.com.au or use the links provided on the log in screen.

13.3 How to reset my password

Send an email to helpdesk@rhealth.com.au requesting a password reset.

13.4 How to add a referral when the program is unavailable

Sometimes a client will have an existing referral in refeRHEALTH for the program you want to select. Only one referral can be active for a program at a time and some programs do not allow for the client to have other programs active concurrently (e.g., a TPT Supplementary referral cannot be open at the same time as a TPT Better Access Support referral). The client should contact the other service provider and have the other referral closed. If this is not possible, please contact Helpdesk for assistance.

13.5 Getting an Error when attempting to login

First Step – Clear your browser cache and try again.

Second Step – Check the URL being accessed. This should have nothing after .com.au.

Third Step – Contact Helpdesk.

13.6 Not receiving a two-factor authentication code

If you have selected to receive the code via email, this may take some time to come through, may be blocked by email security, or may be diverted to your Junk folder. Please contact Helpdesk to have your authentication code changed to be delivered via SMS. You will need to provide a mobile number.

13.7 Not receiving email notifications from refeRHEALTH

First check you have email notifications turned on under your setting (see Edit Notification Options).

Secondly, add the following email address to your safe senders list and check your Junk mail folders:

noreply=referhealth.com.au@mailgun.referhealth.com.au

13.8 Why are the K10+, K5, and SDQ the Outcome Measures collected?

The Outcome Measures collected are based on Guidelines supplied by the Australian Government Department of Health, see the below description provided in the PMHC MDS Data Specification:

Outcome Collection Occasion

> At a minimum, collection of outcome data is required at both Episode Start and Episode End but may be more frequent if clinically indicated and agreed by the client.

> Measures will be the Kessler Psychological Distress Scale K10+ (in the case of Aboriginal and Torres Strait Islander clients, the K5) as well as the Strengths & Difficulties Questionnaires.

Taken from https://docs.pmhc-mds.com/projects/data-specification/en/v2/data-model-and-specifications.html#outcome-collection-occasion

For more information about the PMHC-MDS please go to https://pmhc-mds.com/

13.9 Why am I unable to record a session?

If you can select to 'Record session', however, you cannot select the correct session date, you will need to request assistance from refeRHEALTH Administrators through a Note to amend the Date Referred that can be viewed on the Overview Tab (see Record session – Provider only). A session cannot be dated prior to the Referral Date.

13.10 How do I remove duplicate patients?

Request assistance through one of the patient's referrals (either an open or closed referral) by adding a Note (see Add a note) and selecting to Notify refeRHEALTH Administrators that there is a duplicate patient record.