

The consent flow in *refeRHEALTH* has been updated to reflect recent changes issued by the Australian Government Department of Health and Aging (the Department) in April 2024.

This change covers the consent to participate in the service, which is required to receive services, and consent to share deidentified data with the Department, which is not required to receive services. It is important to note, that at all times, all information about a client and the services they receive must be recorded in *refeRHEALTH*.


The new flow is set out below, and effects new episodes of care only.

Please note – this document refers to 'Episodes of Care' and 'Clients', for clarity, an 'Episode of Care' is referred to as a 'Referral' in *refeRHEALTH*, and a 'Client' is referred to as a 'Patient' in *refeRHEALTH*. These terms are used interchangeably.

Step 1 – Consent introduction and reminder (entering from 'Create referral' only)

This is the prompt a user will receive when they begin making a new episode of care (referral). This section uses the client's (patient's) details to search if they exist already in *refeRHEALTH*. At this point, no details have been saved. The actual record of consent is taken after a program has been selected. If the client does not consent, and the user clicks 'Cancel' at this point, no details will be recorded.

If the user is making a new episode of care from an *existing episode of care* this section is skipped (step 2 onwards is the same however).

 **Create Referral**

Referrals / Create Referral

This is step 1 - patients search.

This section checks if a person exists based on the details provided, no details are saved at this point, and this is a reminder that consent will be asked after a program is selected.

Create Referral

Service Providers and Referrer's must ensure there is informed consent to receive services and to record their personal and health information. Consent must be documented by the Service Provider in accordance with the Privacy Act 1988 and the Australian Privacy Principles. This includes that verbal consent is witnessed and documented.

To access services, each person must consent to their personal information being recorded by the service provider and also within *refeRHEALTH* for the purposes of referral, intake, and service delivery.

This consent will be asked after you have selected the relevant programs, but before the patient record is saved.

Enter your patient's details. We'll try to match them to an existing patient, or you can create a new patient on the next step.

Patient's Legal Name *

First

Last

For patient matching purposes, write their full legal name (ie. do not enter a nickname or shorter name here).

Date of Birth *

Step 2 – Select the program (or programs) the client will be referred to

In this step, the user will select the program/s that the client will be referred to. This allows the system to identify the consent requirements (in case they may be different), which will be presented in the next screen (seen in 'Step 3') after the program/s have been selected.

Not sure which program to refer to?

Select **Head to Health (H2H) - Phone Service** from the programs list. You can also call Head to Health on **1800 595 212**.

Head to Health helps individuals navigate mental health, suicide prevention and alcohol and other drug services in the Darling Downs and West Moreton region.

The Head to Health phone line can be accessed by people seeking mental health support, their families, carers, GPs, service providers and other health professionals. It is available Monday to Friday, 8:30am to 5pm (except public holidays).

Make Referral

You are making referrals for **Sam Samson** on behalf of **RHealth**.

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

Available Programs

☐ HealthWiSe - Primary Mental Health Nurse Care (Level 4+)

☐ HealthWiSe - Psychosocial Support (Level 4+)

☐ Targeted Psychological Therapies - Lives Lived Well

☐ Targeted Psychological Therapies - Lives Lived Well (Internal)

Continue...Cancel

Step 2 - Select the program/s

Different programs may have different consent settings, so the consent will be triggered after this page.

No patient details have been saved yet, and exiting out now cancels the referral.

Step 3 – Once the program has been selected, and client details have been entered, select the response to the consent checkpoint

This section collects the consent checkpoint/confirmation that informed consent has been gained, *for the purposes of providing personal information to the service provider, for the purpose of delivering the service.*

Patient Consent

HealthWiSe - Primary Mental Health Nurse Care (Level 4+)

Service Providers must ensure there is informed consent to receive services and to record their personal and health information.

Consent must be documented by the Service Provider in accordance with the Privacy Act 1988 and the Australian Privacy Principles. This includes that verbal consent is witnessed and documented.

To access services, each person must consent to their personal information being recorded by the service provider and also within refeRHEALTH for the purposes of referral, intake, and service delivery.

Note: if a person does not consent to receive services and to have their information recorded, they cannot receive this service, and will need to be referred to an alternative service.

☐ Yes - the person **has given consent** to receive services. This was informed consent and it has been documented.

☐ No - the person has **not given consent** to receive services, and has been referred to an alternative service.

Step 3 - Consent check at the referral

At this point, the provider has been selected, and patient details have been entered. This must be answered before the referral can be made, and patient details can be saved.

If consent is not given, the episode of care cannot proceed. The user can cancel the episode of care, and no details of the referral or person are saved to referRHEALTH. At this point, alternative services should be discussed with the client, to ensure that they receive care as required.

If consent is given, the user can complete entering the episode of care as normal. This is the confirmation that informed consent has been gained by the referrer to proceed.

Step 4 – Once the referral is made, and services commence, select the response to the consent checkpoint at session one

This is an additional consent checkpoint, that is identical to the consent checkpoint completed at the creation of the episode of care. This checkpoint verifies that consent has been gained at commencement of services by the provider *for the purposes of providing personal information, for the purpose of delivering the service.*

Patient Consent

Service Providers must ensure there is informed consent to receive services and to record their personal and health information.

Consent must be documented by the Service Provider in accordance with the Privacy Act 1988 and the Australian Privacy Principles. This includes that v

To access services, each person must consent to their personal information being recorded by the service provider and also within referRHEALTH for the purposes of referral, intake, and service delivery.

Note: if a person does not consent to receive services and to have their information recorded, they cannot receive this service, and will need to be referred to an alternative service.

☐ Yes - the person **has given consent** to receive services. This was informed consent and it has been documented.

☐ No - the person has **not given consent** to receive services, and has been referred to an alternative service.

If consent is not given, the episode of care cannot proceed. The user will close the episode of care, with the reason being 'Client declined services'. At this point, alternative services should be discussed with the client, to ensure that they receive care as required.

If consent is given, the user can complete entering the first session as normal. This is the confirmation that informed consent has been gained by the provider to proceed.

Step 5 – Once the episode of care is made, and services commence, select the response to the consent checkpoint at session one for the sharing of de-identified information

This consent relates to the sharing of de-identified information with the Department, Queensland Government and DDWMPHN. This question is mandatory; however, the client does not need to consent to data sharing in order to receive a service. *Please note that the Health Departments can still receive summarised data about the use of mental health services, because this summary data does not use personal information.*

Users should continue to record all details about the client and services delivered into referRHEALTH, regardless of the response to this consent.

Consent to Share De-identified Information (ie MDS)

Service Providers must ensure there is informed consent to share de-identified personal information with Australian Government and Queensland Government Health agencies. Updated guidance and requirements were provided to Service Providers in May 2024 by the Australian Government and the Darling Downs and West Moreton PHN.

Consent must be documented by the Service Provider in accordance with the Privacy Act 1988 and the Australian Privacy Principles. This includes that verbal consent is witnessed and documented.

Consent to de-identified information sharing

Information about consent

The person understands:

De-identified, personal information will be provided to the Australian Government Health Department, the Queensland Government Health Department, and the Darling Downs and West Moreton PHN to be used for research and evaluation purposes.

This information will be used to create a de-identified code that will allow de-identified information to be linked with other de-identified information for the purposes of research and analysis to improve mental health services in Australia. This requires details such as date of birth and gender, but will not include names, addresses or Medicare numbers.

Personal information will not be provided to the Australian Government Health Department and the Queensland Government Health Department, if the person does not give consent.

The Health Departments can still receive summarised data about the use of mental health services, because this summary data does not use personal information.

NOTE: all information about the person and their use of services must continue to be recorded in refeRHEALTH for the purposes of service delivery, regardless of their consent to share de-identified information.

Record of consent to share de-identified information *

☐ Yes - the person has given consent to share de-identified personal information. This was informed consent and it has been documented


☐ No - the person has not given consent to share de-identified personal information

Step 5 - Consent to De-identified sharing.
This records consent for de-identified sharing at session one.

This must be collected for each episode of care the client receives.

RHEALTH

Your Health Our Health



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