Quick Start Guide

ccCHiP eReferral
Sydney Local Health District

CONTACT

If you require technical support please contact:

For Technical Support please email:
SLHD-MHccCHiPTechnicalSupport@health.nsw.gov.au

If you have questions relating to referral status or bookings, please contact:

Business Manager: **Jun Lian**
Secretary: **Brianna Draskovic**

Phone: 9767 6027
Fax: 9767 7107

The ccCHiP electronic referral has been designed to provide a more transparent referral system and improve ease of referral process to ccCHiP. This quick start guide has been developed to assist in navigating within the new web base application.

1. Access Prerequisites

To securely access the ccCHiP eReferral system, you must have an active StaffLink ID and password as created by SLHD ICT. In addition, your StaffLink ID must be assigned to "ccCHiP Referrers" which can be done by the following:

- From the intranet page go to the Forms tab
- Search for the following form

User Access Form to Non-eMR Systems - Internet, Email, Shared Drives	ICT Services

- Once you have entered your user details, scroll down and select the following

New Application Access Required :

- ☐ TRIM (District Office only)
- ☐ MPE (Medicare Provider Enquiry)
- ☐ Fetal Monitoring Clinical Web Portal
- ☐ Patient Visitor Management Check-in Agent
- ☐ EIS
- ☐ HPOS
- ☐ Fetal Monitoring Administrator
- ☑ ccCHiP
- ☐ Hosbil
- ☐ Titanium
- ☐ Fetal Monitoring Guardian/Athena

Please select one type: ✔
- ○ ccCHiP Administrators (For business managers and secretaries)
- ○ ccCHiP Staff (For all other roles in the unit)
- ● ccCHiP Referrers (For staff needing to refer patients to ccCHiP)

- We will **not** get notification once this is complete – so please forward this on to us once you receive approval from ICT.

2. Access the ccCHiP eReferral System

eReferral Link: https://ccchip.sswahs.nsw.gov.au/fmi/webd/ccCHiP_eReferral

The ccCHiP eReferral system can also be accessed via the Mental Health intranet page.

Please refer the list of available applications on the left side column of the intranet body, otherwise follow these steps from the SLHD Intranet:

Hospitals & Facilities → Mental Health → Physical Health → ccCHiP → Outpatient eReferral

When prompted, enter your SLHD Network StaffLink ID and Password.

Sign in to open "ccchip_ereferral".

Account Name

Password

Sign In

Quick Tip

Bookmark this URL to your browser favourites or create a desktop shortcut for later use

Once this is done, ccCHiP can approve this request which will then go to your team leader to approve – once done you can (finally!) access eReferral

3. Home Screen

After login, the Parked Tab is by default the Home page. Within the Parked tab, you can view a referrals progression to its completion.
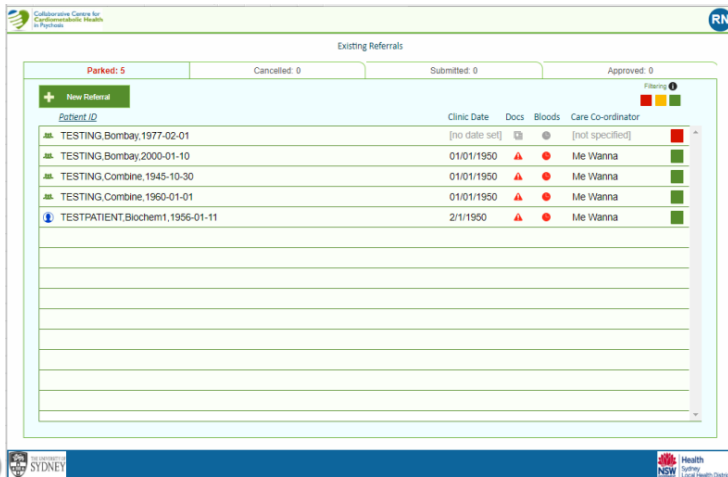
You can also view and manage the following:

a) Clinic Date
b) Docs Due Alert
c) Bloods Results pending or received
d) Care-Coordinator
e) Traffic lights mandatory data progression

RED = Incomplete
YELLOW = Referrer signature received
GREEN = All mandatory data received

The ccCHiP eReferral central source for Patient information is PowerChart.
It is highly recommended patient information and treating providers are correctly reflected in PowerChart before continuing to create a new ccCHiP eReferral record.
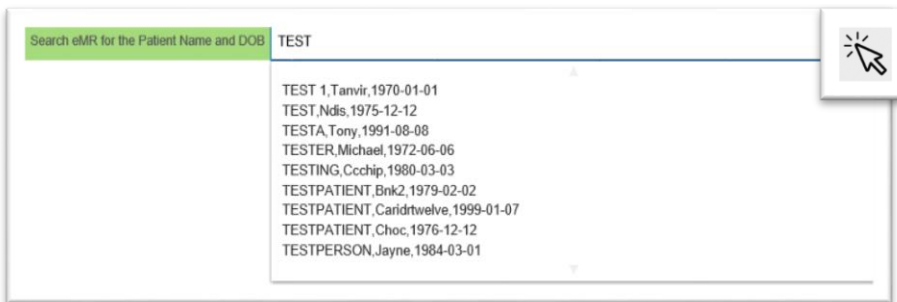
4. Create a New Referral

To create a new referral record, click on the "New Referral" button
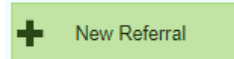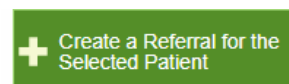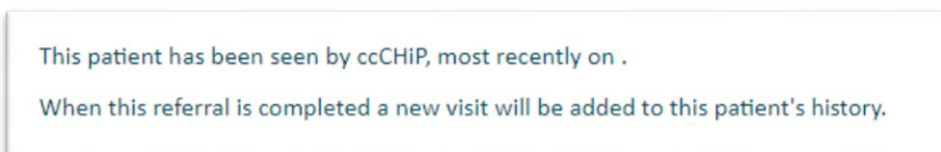

5. Search and Select a Patient Name

Click on the dropdown arrow to initiate a search.

Click on a name from the list & click the "Create Referral" button

Take note, you will be prompted with a notification if the patient has a previous record/visit with ccCHiP.

This patient has been seen by ccCHiP, most recently on .

When this referral is completed a new visit will be added to this patient's history.
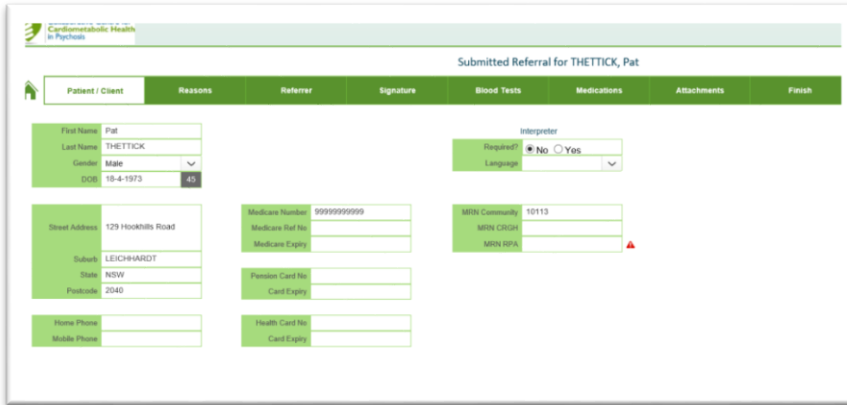
6. Park a Referral

Once a patient has been selected, information is drawn from PowerChart and auto populates the required fields. A new referral record is now created. The referral status will default to 'Parked'. If you cannot complete the referral in one sitting, the record is instantly set to 'Park' and all data entered is automatically saved to be continued later (so don't worry if you leave it or close it and finish later on as it will automatically save once it is created!).

Sample Patient/Client Interface:

7. Reasons

Tick one or more from the list provided to indicate the main purpose for this referral.

In addition, please include any other problem or Medical History in the next field provided.

8. Treating Team

The Tx Team tab is used to list all known treating service provider or treating agent whom are directly involved in the ongoing care of the patient.

A treating team member could be one or more of the following:

    a) Care Coordinator
    b) Staff Specialist
    c) GP
    d) Psychiatrist
    e) Other (e.g. Occupational Therapist, Registrar, Private Psychiatrist, Social Worker)

Click the [CHOOSE] button to add a new provider or treating agent.

You can also click the [NO S/S] **button if there is no treating staff Specialist, or** [NO GP] **if there is no GP.**

9. Blood Tests

The 'Bloods Tests' tab is used to display the latest bloods results collected. Bloods are auto populated as they are received electronically by Laverty, Douglas & NSW Pathology. Bloods can also be manually entered for other third party pathology providers.

To make a new order, simply download the latest request form by pressing the button. Click on required request form to download. [Pathology Forms]

Available templates include:
- South Western Sydney Pathology Services (NSW Pathology).
- Douglas Hanly Moir

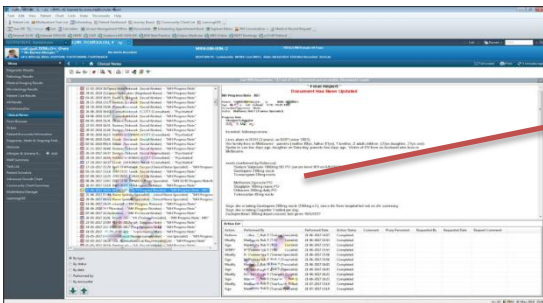Each request form has pre filler fields for ease of entry.

Any of the request forms can be used at any collection service centre.

Please ensure bloods taken 'ccCHiP Team' is clearly visible as a 'Copy To' on the order form.
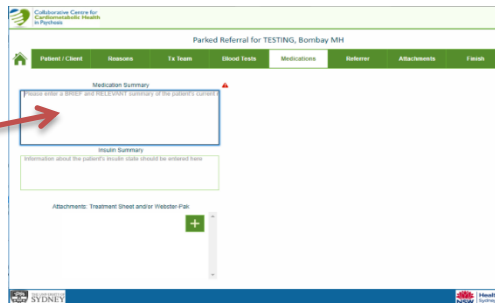
10. Medication

The 'Medication' tab is used to capture the most current medication. Refer to patients' medical records or cut and paste latest reconciled entries within PowerChart Clinical/Progress Notes**.**

Sample PowerChart Progress Notes: Sample Medication Interface:

(OPTIONAL) You can also attach a pre scanned copy of a 'Treatment Sheets' or 'Webster-Pak' by pressing the button.

When prompted, select intended document type (e.g. Treatment Sheet or Webster-Pak). Then drag and drop a file to upload. Alternatively, choose a file and press the upload file button.

11. Referrer

The Referrer tab is used to save, store and print referrals from Staff Specialist or GP Consultant whom are referring to ccCHiP services.

WARNING: Before proceeding check the following has been actioned:

    a) Patient demographics is correct

    b) Reasons for this referral are clear

    c) Staff Specialist and/or GP Consultation have been entered in the 'Tx Team' tab.

    d) Bloods request form is filled & printed

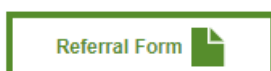   **e) Medication history is filled**

Once you have check all previous tabs have been completed, click on the referring provider:
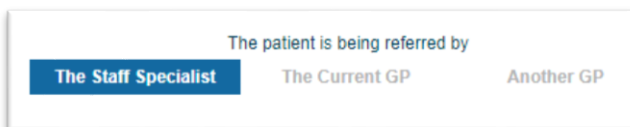
The selected provider will then auto populate:
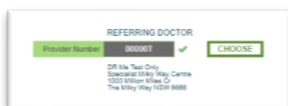
Click on the button to download the referral form.

12. Referral Form

Upon clicking the Referral Form button, a print preview will prompt displaying prepopulated information which includes relevant clinical information about the patient's condition for investigation, opinion, treatment and/or management, the expiry date of the referral.

Before printing, please look over this information.

Press the 🖨 **Print Referral** button to render the form to a pdf format.

Once rendered, a new window will prompt to download the file.

Press the pre named pdf button to download.

Depending on your Internet browser, follow the prompts to save the pdf document to your computer.

Present or email the referral form, along with the pathology request form, to the nominated referring provider for signature.

13. Attachments

The 'Attachments' tab will give you the ability to upload any other supporting documents which may assist ccCHiP in their assessment.

14. Submit a Referral

In the 'Finish' tab, before submitting a referral, ensure the following validation questions are tick with a 'Yes'.
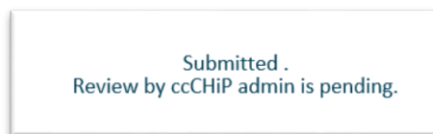
a) Click 'Yes' if the referral form has been signed and uploaded.

b) Click 'Yes' if the Care Co-ordinator details are correct.

Once completed and all mandatory information has been collected, a blue 'Submit' button will appear. Click on the 'Submit Referral' button to submit the referral.

The following message will prompt:

Submitted .
Review by ccCHiP admin is pending.

This will safely and securely issue an electronic notification to ccCHiP Admin who will validate the referral and advise clinic date.