

# BEST PRACTICE

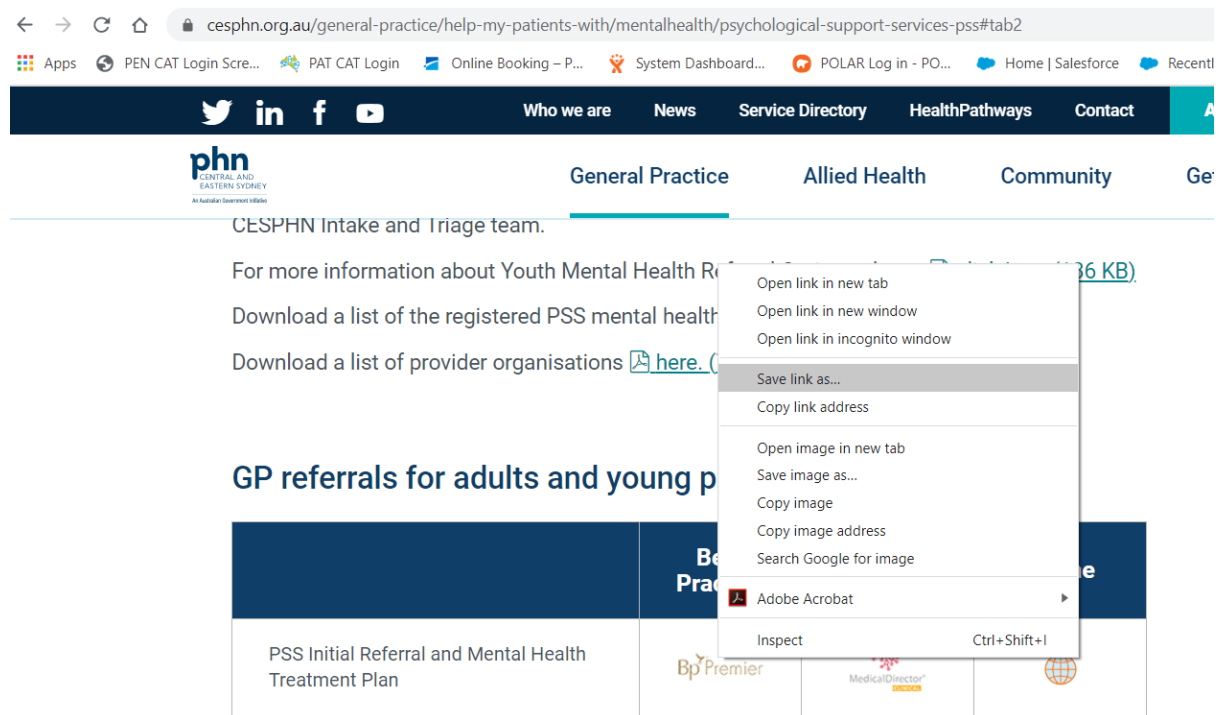
## Psychological Support Services Referrals in Best Practice Software

### Importing the Referral Template

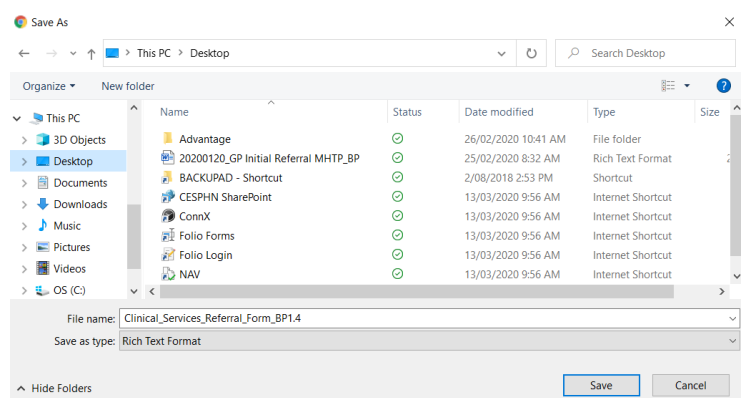
Go to Psychological Support Services URL

<https://www.cesphn.org.au/general-practice/help-my-patients-with/mentalhealth/psychological-support-services-pss> GP Referral Forms Section – GP Referrals for adults and young people (under 12 years) – PSS Initial Referral and Mental Health Treatment Plan.

Select the Best Practice – *BP Premier* icon – right click and select *Save link as...*

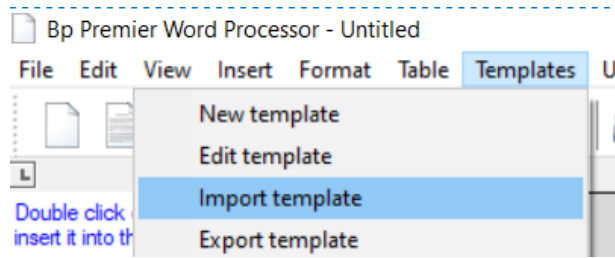


Save (Desktop, My Documents or other folder).

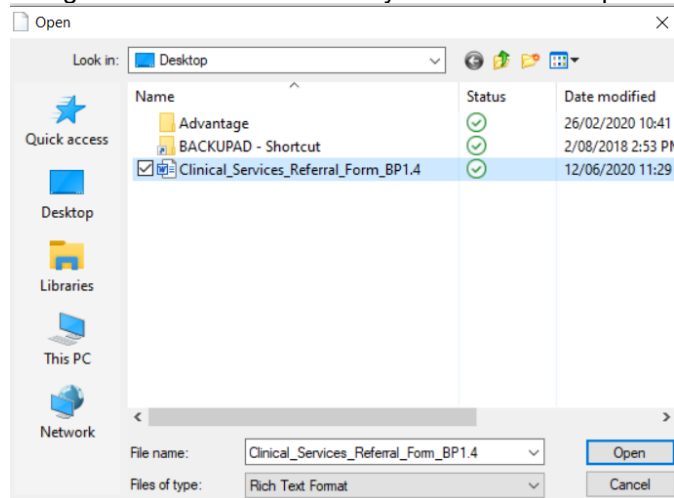


Once you have downloaded the template to your PC open Best Practice Word Processor (F11).

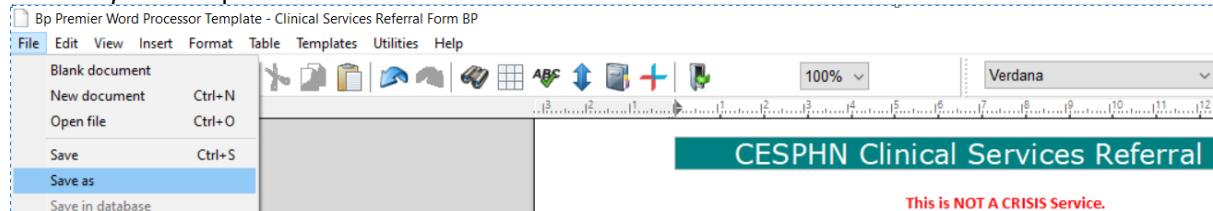
Select *Template – Import Template*



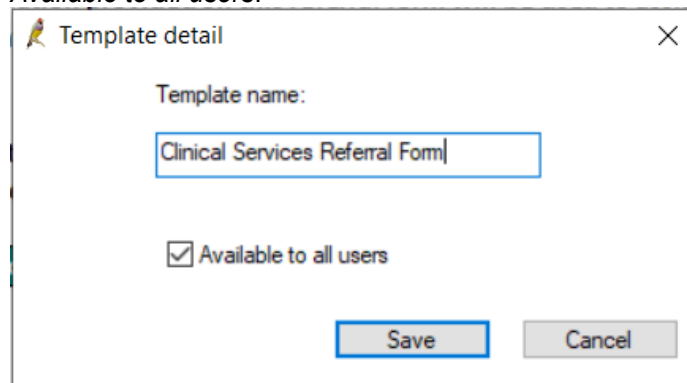
Navigate to the location where you saved the template and select the template.



Select *Open* to import and *File – Save As*.



The template name is the same as that of imported template but you can rename. Select the tick box *Available to all users*.



Save. The template is now available in Word Processor templates.

## Setting Up Contacts

Open Best Practice *Contacts* (F11). Select *Add – New* and enter the Contact Details (Name). Select *Address – Add*.

Contact details

Type:  Individual  Company/Institution

Title: [dropdown] First name: [text]

Name: CESPHN PSS Intake [Select]

Greeting: Sir/Madam

Category: Care provider [dropdown]

Addresses: [table with columns: Address, Phone, Fax, Add]

Ensure that  *Accepts CDA eReferrals* is ticked.

Contact address

Address line 1: 210 Coward St

Address line 2: [text]

City/Suburb: Mascot

Postcode: 2020

Phone: 1300 986 991 | Fax: [text]

Health Identifier: [text]

Accepts CDA eReferrals

[Save] [Cancel]

Select **Healthlink** as the Messaging provider.

Messaging provider: Healthlink

Enter **CESPHNMH** into *Account ID* (if applicable):

Contact details

Type:  Individual  Company/Institution

Title: [dropdown] First name: [text]

Name: CESPHN PSS Intake [Select]

Greeting: Sir/Madam

Category: Care provider [dropdown]

Addresses: [table with columns: Address, Phone, Fax, Add, Edit, Delete, Import]

Mobile phone: [text] Pager: [text] A/H phone: [text]

Provider No.: [text] Health Identifier: [text]

PKI key ID: [text] Attach HeSA Certificates: [checkbox] Skype: [text]

Email: [text] Website: www.cesphn.org.au

Messaging provider: [dropdown] Account ID (if applicable): CESPHNMH

Comment: [text area]

Is an operating facility

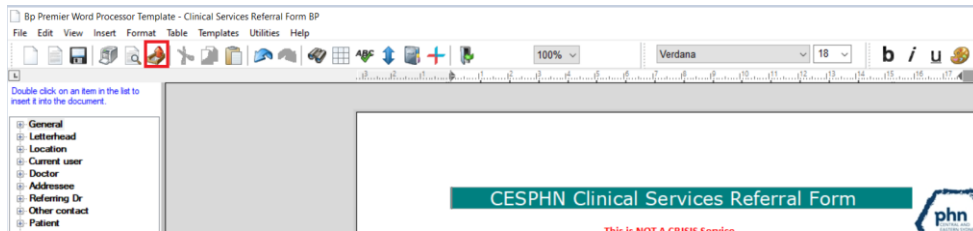
Online Directory ID: [text] Last checked for updates: [text]

[Unlink] This Contact is currently linked to the Online Directory and most fields may not be manually updated. Use the Unlink button to stop auto-updates and unlock fields. [Save] [Cancel]

Save.

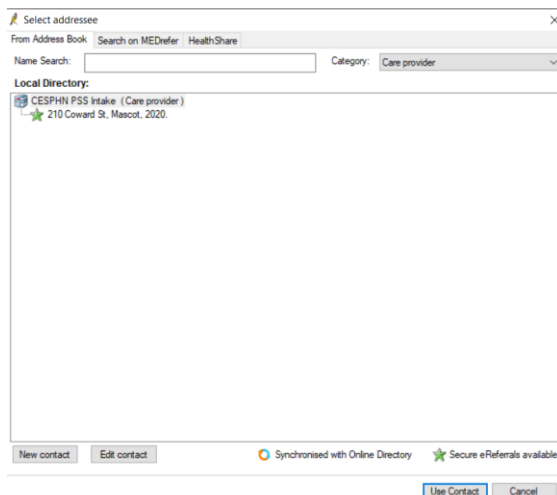
## Sending the Referral

Open the patient file (F2). Open *Word Processor* (F4) and open and complete the referral template. .



Select *Send HL7File* button  on the tool bar.

Select Contact **CESPHN PSS Intake** from the list and click *Use Contact* button. You will receive a message about document being sent.



## Save

**Document details**

From:

To:

Subject:

Comment:

Confidential  Save as draft

Add follow up note to actions