

# Getting started with the My Mental Health Services eReferral

## For practices with Medical Director or Best Practice - Installation of the My Mental Health Services eReferral

Installing the My Mental Health Services eReferral involves two steps:

### 1. Installation of the GP Integrator into practice software

- Your Primary Care Liaison Officer (PCLO) will be able to advise on the basic IT requirements.
- Installation will need to be coordinated between your practice manager, your practice software IT support and software vendor, Redbourne.
- To arrange GP Integrator installation please contact Redbourne IT Support on 1800 783 336 or email [redicase@redbourne.com.au](mailto:redicase@redbourne.com.au).
- Redbourne will then arrange a mutually convenient time for installation.
- Depending on your IT system you may need to involve your third party IT support provider.

### 2. Installation of the My Mental Health Services eReferral template on the GPs computer

- Once the GP Integrator has been installed your PCLO will then organise a time to install the My Mental Health Services eReferral template and remove other templates.
- Your PCLO can guide you through the eReferral and a test referral will be created.
- As part of installation, you will have access to a tip sheet and your PCLO will be able to assist you on the process required to complete an eReferral.
- Any technical enquiries should be directed to Redbourne on 1800 783 336 or via email to [redicase@redbourne.com.au](mailto:redicase@redbourne.com.au).

## Making an eReferral - How the My Mental Health Services eReferral works

1. The GP selects the My Mental Health Services eReferral template in Best Practice or Medical Director. (My Mental Health Services eReferral was previously known as Brisbane MIND Plus and may need to be renamed in your practice software).
2. Page one of the eReferral pre-populates with the patient's data exported from the practice software.
3. The GP completes additional questions about the patient.
4. Based on the patient information eligibility and location, the My Mental Health Services eReferral provides a list of service providers.

**Note:** If on the entry of data, the patient does not meet eligibility criteria for access to the available PHN commissioned services a range of alternative options will be displayed.

5. The GP sends the eReferral to the provider of choice and has the option to print or email notification of the eReferral to the patient.
6. The GP can track the status of the eReferral in Best Practice or Medical Director, including when the provider has accepted the referral, or when the patient has completed the service. If the referral is declined, notification will be sent to the GP to determine an alternative option.

## For practices using other medical practice software – accessing the My Mental Health Services eReferral via HealthPathways

For practices that do not use Best Practice or Medical Director, access to the My Mental Health Services eReferral form is via HealthPathways - <https://brisbanenorth.healthpathwayscommunity.org>. Some My Mental Health Services eReferral functionality that is available for Best Practice or Medical Director will not be available for users who refer via HealthPathways.

Contact your PCLO for login details and support.

## Transition to the My Mental Health Services eReferral

The My Mental Health Services eReferral is available to practices in the North Brisbane and Moreton Bay region who are using Best Practice and Medical Director.

## About these services

To complement the installation of the My Mental Health Services eReferral, the PHN can provide detailed information about our commissioned mental health and suicide prevention services.

Speak to your PCLO for information about these services, or visit [www.brisbanenorthphn.org.au](http://www.brisbanenorthphn.org.au) to access the latest information about services.

## Need help?

For all technical and IT enquiries please contact Redbourne on 1800 783 336 or [redicase@redbourne.com.au](mailto:redicase@redbourne.com.au)

For all other general enquiries and program information, please contact your PCLO.