



USER MANUAL

Version: PHN

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1. Introduction

rediCASE is a referral and client management system used to capture and report on Mental Health and Alcohol and Drug Programs. rediCASE is provided by a Brisbane company called Redbourne and has been modified to suit Primary Health Network needs in terms of the Department of Health data requirements. The rediCASE system can perform many functions including:

- creating internal and external referrals from General Practitioners and other referral agencies
- delivering secure electronic transfer of referrals and secure messaging to referrers for the progress of referrals
- stepping up and stepping down of client treatment
- automatically routing referrals to the most appropriate service providers, to match patient need
- recording client contacts and treatment
- collection of the Primary Mental Health Care Minimum Data Set and Alcohol and Other Drug National Minimum Data Set compliance with activity reporting to Primary Health Network for contracted service providers
- calculation and creation of invoicing and payment processes based on service provider activity
- activity reporting at service provider- and PHN level.

Primary Mental Health Care Minimum Data Set

The Primary Mental Health Care Minimum Data Set (PMHC MDS), mandated by the Department of Health, outlines the requirements for data collection and reporting for each Primary Health Network (PHN). It is the responsibility of the PHNs to ensure that these collection and reporting requirements are met by all contracted providers of client mental health services. Further information can be accessed at <https://docs.pmhc-mds.com>

Alcohol and Other Drug Treatment Services – National Minimum Data Set

The Alcohol and other drug treatment services national minimum data set (NMDS) is nationally mandated for collection and reporting.

Publicly funded government and non-government agencies providing alcohol and/or drug treatment services. Including community-based ambulatory services and outpatient services.

The following services are currently not included in the coverage:

- services based in prisons and other correctional institutions;
- agencies that provide primarily accommodation or overnight stays such as 'sobering-up shelters' and 'half-way houses';
- agencies that provide services concerned primarily with health promotion;
- needle and syringe programs;
- agencies whose sole function is to provide prescribing and/or dosing of methadone; and
- acute care and psychiatric hospitals, or alcohol and drug treatment units that report to the Admitted patient care NMDS and do not provide treatment to non-admitted patients.

Clients who are on a methadone maintenance program may be included in the collection where they also receive other types of treatment.

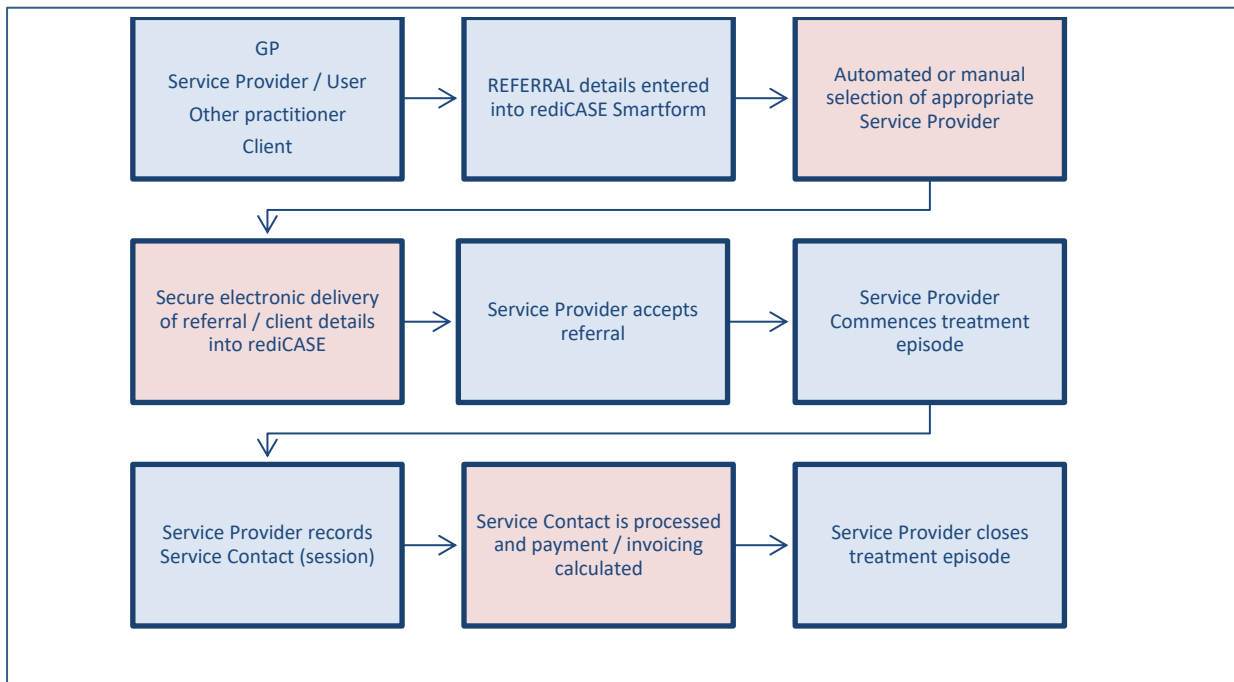
2. PHN Procedures and Processes

Data ownership

The PHN is the data custodian of information entered into rediCASE and has access to referral, client and MDS data. The exception to this is if you elect to record your clinical notes and progress notes in rediCASE. These notes cannot be accessed by PHN users of the system.

Invoicing and payment for clinical activity

Service contact activity entered in rediCASE may be utilised by the PHN to calculate and create invoicing for your service. If the PHN utilises rediCASE payment processing, Recipient Created Tax Invoices (RCTIs) are created and stored within rediCASE against client activity. Outline of referral processes:



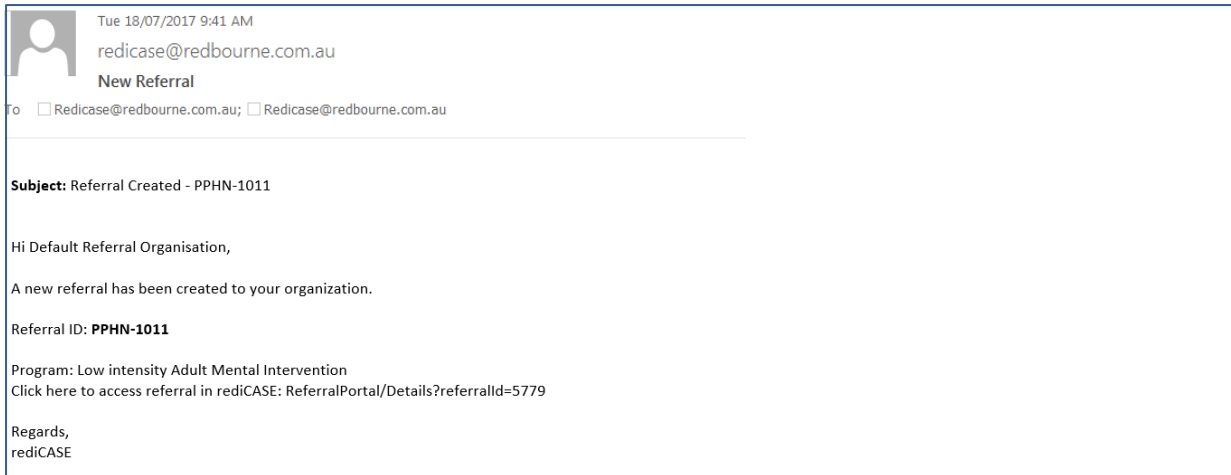
3. FOR REFERRAL ORGANISATIONS

This section is for commissioned service providers, end user providers that receive and enter treatment data into rediCASE. For PHN / Subcompany/Consortium providers please refer to Section 4.

3.1 Receiving, viewing and actioning a Referral

Email Notification of a Referral

Your organisation will be notified by email every time a referral has been sent to you in rediCASE.

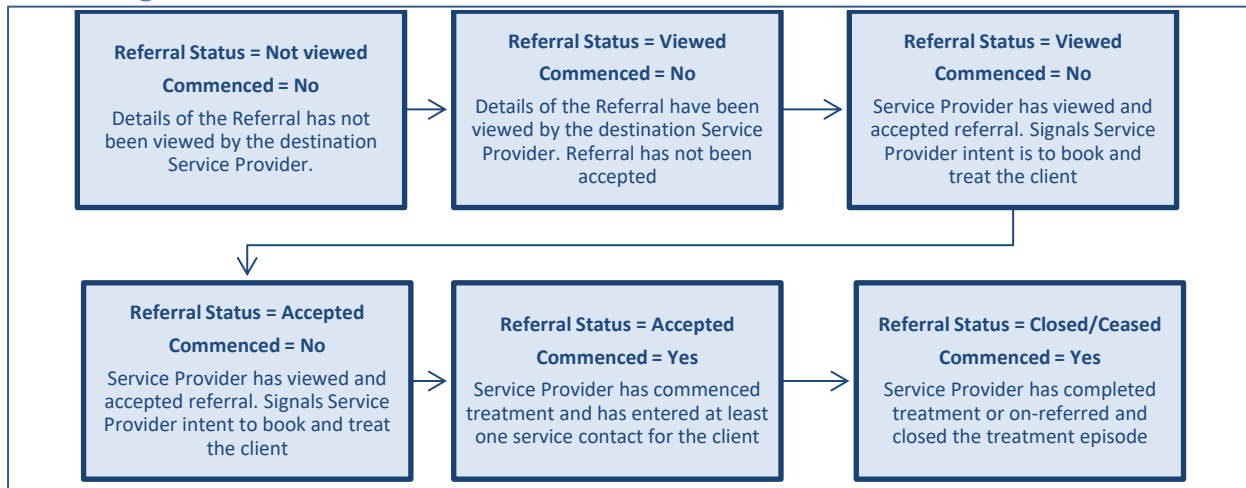


Search Received Referrals

After you have received an email notification, you can log into rediCASE and action the referral. The referral should be Accepted and then Commenced once you see the client. You also have the option of Declining the referral. The referral status displays in rediCASE reflect the current stage of the referral. The referral and commencement status can be viewed on the Search Sent /Search Received Referrals pages.

	Referral Number	Service Type	Referral Date	Recipient Organisation	Client	Referral Status	Comm...	On Hold	Assigned To	Created By	Days Since Last Action...
Details	1387	PHN MHAOD	03/07/2017	Port Family Practice	Test Test	Closed/Ceased	No	No	Unice Practitioner	Mali Sengupta	29
Details	1384	PHN MHAOD	19/06/2017	Port Family Practice	Test Test	Not Viewed	No	No	Victor Practitioner	Mali Sengupta	29
Details	1381	PHN MHAOD	01/07/2017	Port Family Practice	Alpha TestPrintEmail	Not Viewed	No	No	Xander Practitioner	Karen Wolanski	29
Details	1380	PHN MHAOD	01/06/2017	Port Family Practice	Test ReferralDateEdit	Accepted	No	No	Zelda Practioner	Karen Wolanski	30
Details	1366	PHN MHAOD	30/06/2017	Toowong Private Hospital	Patient Test	Accepted	Yes	No	Toowong User	System User	32

Usual Stages of the Referral



Additional stages in the referral that may be seen include:

Declined - This indicates a referral that has been sent to a Service Provider and declined. In some exceptional cases you may not be able to Accept the referral due to issues such as conflict of interest.

On-Referred - This indicates a referral that has been on-referred (step up or step down) to another service provider.

Viewing and Accepting a Referral

To view all received referrals, click on the Referral module on the top right and select "Search Received Referral". As a Service Provider user, upon login, you will automatically be navigated to the Search Received Referral page.

All referrals for your organisation will be displayed on this screen. The most recent referrals will be displayed at the top of the list. From this screen you may:

- Search for individual clients by typing in the search fields (and clicking on Search)
- Sort the list of displayed referrals by clicking on any of the column titles.
- Click through pages of referrals
- View the details of any referral by clicking on the Details link. You can commence data entry for a client here

The screenshot shows the 'Search Received Referral' page in the rediCASE system. The interface includes search filters, a table of referrals, and navigation options. Red arrows and boxes highlight key features:

- Search for individual clients – type here and click search:** Points to the search input fields.
- Sort list by clicking on column title:** Points to the 'Days since last actioned' column header.
- Click through pages of referrals:** Points to the pagination controls at the bottom left.
- View the details of referral by clicking on Details:** Points to the 'Details' link in the first column of the referral table.

Action	Referral Number	Referral Service Type	Created On	Sending Organisation	Client	Referral Status	Forensic	Referral Outcome	Assigned To	Created By	Days since last actioned
Details	1254	Counselling	17/06/2017	Redbourne	One Alpha	On-Referred	Not Forensic		Toowong User	Toowong User	1
Details	1263	Counselling	16/06/2017	Redbourne	Simon Smartformprint	Accepted	Not Forensic		Toowong User	Erin Menhinitt	1
Details	1260	Counselling	09/06/2017	Redbourne	test test	Accepted	Not Forensic		Toowong User	Erin Menhinitt	9
Details	1256	Counselling	02/06/2017	Redbourne	Bugs Bunty	Viewed	Not Forensic		Toowong User	System User	16
Details	1254	Counselling	02/06/2017	Redbourne	Leela Taronga	Viewed	Not Forensic		Toowong User	System User	16
Details	1253	Counselling	02/06/2017	Redbourne	Marge Simpson	Accepted	Not Forensic		Toowong User	System User	1
Details	1252	Counselling	01/06/2017	Redbourne	Homer Simpson	Accepted	Not Forensic		Toowong User	Erin Menhinitt	16
Details	1251	Counselling	01/06/2017	Redbourne	Jane Phone	Accepted	Not Forensic		Toowong User	System User	17

Accepting and Commencing Treatment of a Client

To commence recording treatment on a client, click the Details link of a referral from the Search Received Referrals page. The ACTIONS tab will be displayed for the selected client.

Declining a referral

rediCASE will allow you to Decline a referral if the referral or the client is inappropriate for your service. This should be only in exceptional circumstances, such a conflict of interest or capacity issues (e.g. extended appointment wait times). Click on the DECLINE button and include a reason from the menu.

Sent Referral No: 1411 Status: Not Viewed, 296, 'Astley, Rick', 03/08/1965, (Redbourne)

Other Details

Actions History Notes Documents

What do you want to do?

I want to ACCEPT the referral

I want to D

I want to A

I want to a

Accept

Decline

Assign

Add Admin Note

Decline Referral?

Reason for decline

Please Select...

Please Select...

- Client ineligible - accessing MDS
- Client ineligible - accessing NDIS
- Client ineligible - other
- Unable to contact
- Client has moved
- Client declined service
- Wait list too long
- Other

3.2 Entering treatment data related to a referral

Commence treatment of a client

To commence recording treatment on a client, View the details of a referral from the Search Received Referrals page. The ACTIONS tab will be displayed for the selected client.

- Click on the **Record Call** button to record call attempts to the client by practitioner and edit client details.
- Select the **Accept** button to commence treatment.

Sent Referral No: 1423 Status: Not Viewed, 311, 'Astley, Rick', 19/08/1970, (Redbo

Other Details

Actions History Notes Documents

What do you want to do?

I want to ACCEPT the referral

I want to DECLINE the referral

I want to Assign to another Practitioner

I want to add a new note to this referral

I want to add a Call Attempt record to this referral

I want to Upload a Document

A. Click here to view and edit the client data

Click Accept to commence entering treatment data

Click here to add an Administrative Note (non-clinical note) visible to the PHN

Click here to record Call attempts to the client by practitioner

Edit client data

Include additional client data by clicking on **Edit Client Details** button, typing and clicking on **Save Client Details**. Client demographic data may be accessed / edited at any time during the treatment episode.

- You may tab and type through all fields or use your mouse to move through the data fields.

Received Referral No: 1266 Status: Viewed, 141, 'Rodriguez, Bender', 13/09/1981, (Redbourne)

Details

First Name: Bender Middle Name: B AKA: Rodriguez

Home Phone: 55550000 Mobile Phone: Email:

Gender: Male LBGTI: Please Select... Date of Birth: 13/09/1981 Estimated Date of Birth Flag: Please Select...

Country of Birth: Australia Preferred Language: English Proficiency in Spoken English: Please Select... ATSI Status: Not Stated

PMHC MDS Marital Status: Please Select... Client Tags:

Special Conditions:

Add / edit client data by clicking here

Accept referral to commence treatment episode

After clicking on the **Accept** button, you may select the **Commence** button to start entering treatment episode data. You would normally click **Commence** once you have seen the client/commenced treatment.

Sent Referral No: 1433 Status: Accepted, 321, 'Dine, Cathy', 13/07/1987, (Redbourne)

Other Details

Actions History Notes Documents

What do you want to do?

I want to Commence the Treatment Episode	<input type="button" value="Commence"/>
I want to Assign to another Practitioner	<input type="button" value="Assign"/>
I want to add a new note to this referral	<input type="button" value="Add Admin Note"/>
I want to add a Call Attempt record to this referral	<input type="button" value="Add Call Attempt"/>
I want to close the referral episode of care	<input type="button" value="Close Referral Episode"/>
I want to Upload a Document	<input type="button" value="Upload Document"/>

Click here to commence entering Treatment data

Click here to close an accepted referral where the client does not want to commence.

Assigning a Lead Practitioner

You will then be asked to confirm if you are the Lead Practitioner? Select Yes / No as appropriate.

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HEALTH & COMMUNITY SERVICES

Confirmation

Are you a Lead Practitioner?

Received Referral No: TEST1423 Status: Accepted, 297, 'testkow, client', 01/01/1980, (Redbourne)

Other Details

Actions History Notes Documents

What do you want to do? client testkow

The Lead Practitioner is visible at the top of the Case File screen. The Lead Practitioner can be selected for the first time when entering the Case File data at commencement. The Lead Practitioner can then be reassigned at any time during an open treatment episode by selecting the client – Clicking on the Case File tab and clicking on the EDIT button to update details.

Enter Treatment episode data

You will now be required to enter Treatment episode data. This data should reflect the client at the commencement of the treatment episode.

- Many data items are mandatory and must be entered before saving the record – these are marked *. If data of a mandatory field is not known, or unable to be collected, you can select a “Not stated” option, and edit the data at a later time when further information is known. The “Not Stated” option should only be a temporary result, and must be updated in rediCASE later when the information becomes known.
- rediCASE will list any missed mandatory fields if you try to save before all required information is saved.

Click the **Save and Continue** button when complete.

The screenshot shows a web-based form titled "Commence Treatment Episode - AB2LI051119701 Baba, Ali 05/11/1970". The form is organized into several sections:

- Lead Practitioner:** A dropdown menu showing "Toowong User2".
- Referrals:** Fields for "Referral Date" (03/11/2017), "End Date", and "Completion Status" (Episode Open).
- Client Details:** Multiple dropdown menus for "Area of Usual Residence (Postcode)", "Labour Force Status", "Source of Cash Income", "NDIS Participant", "Homelessness Flag", "Employment Participation", "Health Care Card", and "Marital Status".
- Medication:** Dropdown menus for "Hypnotics and sedatives", "Psychostimulants", "Anxiolytics", "Antidepressants", and "Antipsychotics".
- Consent:** A dropdown menu for "Client Consent to Anonymised Data".
- Referrer Details:** Dropdown menus for "Referrer Profession" and "Referrer Organisation Type".
- Client Health:** Dropdown menus for "Principal Focus of Treatment Plan", "GP Mental Health Treatment Plan Flag", and "Suicide Referral Flag".
- Diagnosis:** Dropdown menus for "Principal Diagnosis" and "Additional Diagnosis".

At the bottom right of the form, there are two buttons: "Cancel" and "Save & Continue" (highlighted in green).

Enter Service Contact data

You will now be required to enter Service Contact data. This data should reflect the current contact with the client. It is expected that service contact data is entered as soon as possible after the contact. Note that Service Contact data may generate remuneration for the session.

- Many data items are mandatory and must be entered before saving the record. These are marked *. Use a 'Not Stated' option if required.
- You can back enter the service contact date and time where appropriate. NOTE the service contact date must be at least equal to the referral date and not before the referral date.
- You may enter clinical notes by clicking on the tab (optional).
- You may enter outcome tools (eg K10+ or K5) by clicking on the Tools and Screens tab.

Entering subsequent Service Contact data

You should enter a Service Contact for every subsequent session completed with the client (**including client did not attend**). It is expected that service contact data is entered as soon as possible after the contact.

Note: To record a client Did Not Attend - after selecting Practitioner and Date, select Service Contact Type = No Contact Took Place. This will prepopulate the appropriate fields.

At any time, you may access a client record from the Search Received Referrals page by clicking on the Details link of the appropriate client. Click on the **Add Service Contact** button to enter subsequent service contacts.

Enter Outcome Screening tools

You can enter the K5, K10+, SDQ outcome screens from the service contact screen. Click on the **TOOLS AND SCREENS** tab to enter data.

NOTE The screens must be associated with a service contact.

The screenshot shows the 'Create Service Contact' window with the 'Tools and Screens' tab active. A red arrow points to the 'Tools and Screens' tab. The form includes fields for Main Service Type (Counselling), Practitioner (Toowong User), Service Contact Date (18/06/2017), Start Time, Service Contact Type, Service Contact Modality, Service Contact Venue, Client (Bender Rodriguez), Did The Client Attend?, Service Contact CoPayment (5 0), Service Contact Location, Service Contact Interpreter Used, Service Contact Tags, Service Contact Final, Service Contact Participants, and Client Participation Indicator.

Select the appropriate tool or screen in the dropdown menu and clicking on **Go** button.

The screenshot shows the 'Outcome Tool Report' section of the 'Create Service Contact' window. A dropdown menu is open, showing options K10+, K10, K5, and SDQ. A red arrow points to the 'Go' button next to the dropdown.

K10, K5+ SCORES

You can choose to enter the Total score only by clicking on the **Only Apply Total Score** field and including a valid score in the **Score** field.

The screenshot shows the 'K10+ Outcome Tool' form. Red boxes and arrows highlight the following elements:

- Enter total score only be selecting tick box:** The 'Only Apply Total Score' checkbox is checked.
- Enter the reason for collection:** The 'Reason for collection of outcome measure' dropdown is set to 'Episode start'.
- Enter the total Tool score only:** The 'K10+ Score' field contains the value '45'.
- Click on SAVE TOOL button and then the SAVE button:** The 'Save Tool' and 'Save' buttons are highlighted.

OR you may enter individual outcome answers. rediCASE will validate and provide a total score only when the first 10 questions are entered. You may save at any time. Enter all of the appropriate answers and click on the **Save** button.

Enter the reason for collection

Enter scores for all collected questions.

Click on SAVE TOOL button and then the SAVE button

SDQ SCORE

The SDQ is a licensed outcome tool. rediCASE only allows the capture reason for collection, and pre-calculated sub scores – it does not capture and calculate scores on individual questions. Please refer to <https://sdqscore.org> or contact your PHN for further information regarding scoring and licensing of this tool.

Enter the reason for collection

Enter scores for all collected questions.

Click on SAVE TOOL button and then the SAVE button

The screening tool will be saved to the service contact date.

Create Service Contact

You have used **2** of **6** approved individual service contacts for this referral.

Details Clinical Notes Tools and Screens GP Progress Notes

New Tools/Screens Create New Tool or Screen

Tool/Screen	Score	Action
K10+	23	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

NOTE: You may also include a tool / screen to an already saved Service Contact by clicking **Edit** on the appropriate record and proceeding to the TOOLS AND SCREENS tab.

Sent Referral No: 1266 Status: Accepted, 141, Rodriguez, Bender, 13/09/1981, (Redbourne)

Other Details

Actions Service Contacts Case File History Notes Documents

	Date	User	Contact Type	Duration	Venue	Service Contact Participants	Session Type	Payment
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>	18/10/2017	Toovong User	Structured psychological intervention	0 h 45 m	Service provider's office	Individual client		
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>	18/06/2017	Toovong User	Assessment	0 h 15 m	Service provider's office	Individual client		
<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>	18/06/2017	Toovong User	Structured psychological intervention	1 h 0 m	Service provider's office	Individual client		

1 - 3 of 3 Items

Edit Service Contact

Details Tools and Screens Outcomes Report GP Progress Notes

No tools or screens have been created for this service contact Create New Tool or Screen

3.3 Service Contacts – Payment for services

If the PHN utilises Payment Processing in rediCASE, all you need to do is record your Service Contact in rediCASE. The system will then provide copies of Invoices (RCTI) to the PHN/Company. Once the Service Contacts have been approved and paid, users can view these RCTI's by clicking on the RCTI# via the Service contacts tab within the referral details page.

rediCASE will display the date the payment run was processed. Please be aware the actual date the funds are deposited in your bank account may be two to three business days later, due to bank processing times.

View	Edit	Delete	Date	Practitioner	Contact Type	Duration	Venue	Service Contact Participants	Session Type	Payment
View	Edit	Delete	13/02/2019	user test	Assessment	0 h 50 m	Service provider's office	Individual client		Rct# 61
View	Edit	Delete	13/02/2019	user test	Structured psychological intervention	1 h 15 m	Service provider's office	Individual client		Rct# 61
View	Edit	Delete	13/02/2019	user test	Suicide prevention specific assistance NEC	2 h 10 m	Service provider's office	Individual client		Rct# 61
View	Edit	Delete	13/02/2019	user test	Clinical care coordination/liaison	1 h 25 m	Service provider's office	Individual client		Rct# 61
View	Edit	Delete	13/02/2019	user test	Structured psychological intervention	1 h 5 m	Service provider's office	Individual client		Rct# 61
View	Edit	Delete	13/02/2019	user test	Suicide prevention specific assistance NEC	0 h 45 m	Client's Home	Individual client		Rct# 61

Fee Id	Session Date	Referral No.	Practitioner	CIL Id	Practitioner Category	Client	Session Type	Surch... Type	Fee Amt	Surch... Amt	Gst	Total Exc.T.	Total Inc.Ta
16970	11/01/2019	RG1817	user test	53242	Social Worker	MichelleTEST REFERRAL	Individual	Own Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16989	13/02/2019	RG1750	user test	52101	Social Worker	Lola Test Referral	Individual	Own Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16990	13/02/2019	RG1750	user test	52101	Social Worker	Lola Test Referral	Individual	Community Service Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16982	13/02/2019	RG1828	user test	53262	Social Worker	LeanneTEST Referral	Individual	Own Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16983	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16984	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16985	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16986	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16987	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16988	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00

3.4 Closing a Treatment Episode

Closing a client Treatment Episode

You may close a client treatment episode at the completion of a Service Contact, or at any time from the ACTIONS tab.

Please Note: Before closing any treatment episode, please ensure that all client data is up to date, and the 'not stated' option is replaced with known client data.

After entering a Service Contact, you may choose to close a treatment episode by selecting **Service Contact final: No further services are planned for the client in the current episode.** Select **Yes** to **Do you want to close this episode of care?** This will also close the treatment episode.

Create Service Contact

You have used 3 of 6 approved individual service contacts for this referral.

Details Clinical Notes Tools and Screens Outcomes Report GP Progress Notes

*Main Service Type
PHN MHAOD

*Practitioner
Toowong User

Client:
Bender Rodriguez

Service Contact Date (dd/mm/yyyy)
25/10/2017

*Service Contact Type
Structured psychol

Start Time
10:00 AM

*Service Contact M
Face to Face

*Did the Client Atte
Yes - client (or oth

*Client Participation Indicator
Yes - session did include the client

*Service Contact Participants
Individual client

*Service Contact Venue
Service provider's office

Service Contact Location
CHERMESIDE QLD 4032

Service Contact CoPayment
5 0

*Service Contact Interpreter Used
No

*Service contact Final
No further services are planned for the clie

Do you want to close this episode of care?
 Yes No

Please click on the Tools and Screens tab to enter outcome scores

Select *No further services are planned for the client...* and
Do you want to close this episode of care?
Yes

At any time, you may close a client treatment episode by accessing a client record from the **Search Received Referrals** page and clicking on the Details link of the appropriate client. Click on the **Close Referral Episode** button in the ACTIONS tab.

Received Referral No: 1319 Status: Accepted, 10, 'Simpson, Homer', 25/10/1977, (Redbourne)

Other Details

Actions Service Contacts Case File History Notes Documents

What do you want to do?

I want to add a new service contact

I want to add a new note to this referral

I want to add a Call Attempt record to this referral

I want to close the referral episode of care

I want to Step Up/Down the referral

I want to Upload a Document

You will be required to select the appropriate **Reason for Completion**, and Completion date then **Close**.

Close Referral Episode of Care

Reason for Completion
Episode closed administratively - client could not be contact

Completion Date
18/06/2017

Re-Opening a Treatment Episode

A referral (episode / Case File) may be reopened by the PHN/commissioning provider. This may be because;

- The episode was closed in error
- The episode was closed, and the client has re-presented for treatment under the original referral.

3.5 Non-Clinical Activity – Actions tab

The Non-Clinical Activity button will be located in the Actions tab of the referral details page as below.

Sent Referral No: BNE_NTH12325 Status: Not Viewed, RETE0200-1, 'Redbourne, Test', 19/02/2000, (Brisbane North PHN)

Other Details

Actions
History
Notes
Non-clinical
Documents

What do you want to do?

I want to ACCEPT the referral	<input type="button" value="Accept"/>
I want to DECLINE the referral	<input type="button" value="Decline"/>
I want to Assign to another Practitioner	<input type="button" value="Assign"/>
I want to assign this referral to another Referral Organisation and Practitioner	<input type="button" value="Assign to Referral Organisation"/>
I want to Upload a Document	<input type="button" value="Upload Document"/>
I want to set Referral as Inactive	<input type="button" value="Make Referral Inactive"/>
I want to record non-clinical activity to this referral	<input type="button" value="Non-Clinical Activity"/>

Using the Non-Clinical Activity action

When user wants to record Non-Clinical activity to a referral record – Simply click on the ‘Non-Clinical Activity’ button. The Create New Non-Clinical Activity window will display.

Data items include:

- *Practitioner* who completed the Non-Clinical Activity
- *Non-Clinical Activity date (Mandatory)* the date activity took place
- *Non-Clinical Activity description:* dropdown menu select (Administration, Appointment booking, Case Management, Clinical notes, Contact - attempted incomplete, Contact - complete, Contact - Followup / Reminder, Coordination, Data entry, Information collection, Meeting, Reporting, Support, Travel)
- *Start and finish times*
- *Non-Clinical Activity type:* Dropdown menu select (Computer, Email, Face to Face, Paperwork, SMS, Travel, Videoconference/Webinar)
- *Contact Direction:* dropdown menu select (Inbound, Outbound)
- *Outcome:* dropdown menu select (Appointment made, Call back, Contact made, Completed, Did not proceed, Left Message, Needs followup, No Contact, Ongoing, Other)
- *Other Details* a free text field to include any additional comments

Complete all Mandatory and appropriate fields and hit Save.

Create New Non-Clinical Activity ✕

Details

Practitioner
test userLD2

*Non-clinical activity Date
15/02/2019

Non-clinical activity description
Clinical notes

Start Time
09:00 AM

Non-clinical activity type
Computer

Contact direction
Please Select...

Outcome
Please Select...

Other Details
Practitioner entering clinical notes into database after session with client

Client:
Test Redbourne

Finish Time
09:20 AM

Cancel Save

Once Saved, all Non-Clinical Activity will be recorded in the Non-Clinical tab. Users can view/edit/delete non-clinical activity.

Administration Referral Profile & Help

Sent Referral No: BNE_NTH12325 Status: Not Viewed, RETE0200-1, 'Redbourne, Test', 19/02/2000, (Brisbane North PHN) EXIT

Other Details

Actions History Notes Non-clinical Documents

	Date	Duration	Practitioner	Non-clinical activity description	Non-clinical activity type	Outcome
View Edit Delete	22/02/2019	0 h 5 m	testuser LD	Contact - complete	Face to Face	Appointment made

1 - 1 of 1 items

Reporting non-clinical activity

Saved non-clinical activity data will NOT be included in Service Contact submissions within the PMHC-MDS (Strategic Data) report as it is assumed to be out of scope.

Non-clinical activity raw data will be included as part of the Administration – Reports – PHN Data Dump Service Contacts.

3.6 Reports and Roles

Your commissioning PHN/Company will determine the availability of reports to your Organisation. Different reports will become available depending on the Users Role in rediCASE, these roles and reporting capabilities are as follows;

- External Organisation Admin role
 - Active Clients Report
 - Activity by Service Contact List
 - PHN Data Dump – Episodes
 - PHN Data Dump – Service Contacts
 - Referrals Statistical Report
- External Organisation Role
 - Active Clients Report
 - Activity by Service Contact List

Accessing Reports

To access reports, navigate to the Administration Module > select Reports.

This will take users to the Reports page. Select a report from the list and click GO. Each report will have different filters and options to select from.

Available reports

Active Clients Report

The Active Clients report displays all of the clients at your Organisation who currently have active (open) records in rediCASE.

First Name	Surname	Date of Birth	Program	Days Since Last Service Contact	Area	Agency
Aaron	Lane	05/09/1986	Psychological Services	363	North Brisbane	Redbourne
Jane	Phone	01/01/1983	Psychological Services	356	North Brisbane	Redbourne
Homer	Simpson	11/06/1985	Psychological Services		North Brisbane	Redbourne

The exported client data will be displayed in Excel in the following format;

	A	B	C	D	E	F	G
1	FirstName	Surname	DateOfBirth	ProgramName	NumberOfDaysSinceLastServiceContact	CatchmentAreaName	CompanyName
2	Aaron	Lane	05/09/1986	Psychological Services	363	North Brisbane	Redbourne
3	Jane	Phone	01/01/1983	Psychological Services	356	North Brisbane	Redbourne
4	Homer	Simpson	11/06/1985	Psychological Services		North Brisbane	Redbourne

Activity by Service Contact list

The Activity by Service Contacts List displays information on all Service contacts (sessions) made for the specified report date range.

Provider Organisation	Program	Lead Practitioner	Provider	First name	Surname	Service Contact Date	Duration	Referral Number	Referral Status	Service Contact Modality	Service Contact Participants	Service Contact Postcode	Service Contact Type	Service Contact Venue
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	test	test	09/06/2017		1260	Accepted	Telephone	Individual client		Assessment	Service provider's office
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	test	test	09/06/2017		1260	Accepted	Face to Face	Family / Client Support Network		Structured psychological intervention	Other primary care setting
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	test	test	09/06/2017		1260	Accepted	Face to Face	Family / Client Support Network		Structured psychological intervention	Other primary care setting
Toowong Private Hospital	Mental Health Nursing In Brisbane North (MHNIB)		Margaret Wells	Clayton	Arbuckle	13/06/2017		1255	Accepted	Face to Face	Client group		Other psychological intervention	Headspace Centre
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	Jane	Phone	15/06/2017		1251	Accepted	Face to Face	Individual client		Other psychological intervention	Headspace Centre

PHN Data Dump – Episodes

The PHN Data Dump – Episodes report, provides a data dump of all Clients demographical and referral (episode) data that has been recorded in rediCASE. The report shows 1 row per referral episode.

Users can select how they want their data to be displayed in the excel spreadsheet by Text Values, Code Values or Text and Code Values.

Note: Code Values are the values (numerical figure) that each PMHC MDS item is given.

E.g. Country of birth = Australia (text value) / 1101 (code value)

Reports

Select Report

PHN Data Dump - Episodes
▼ Go

Referral Date From

Referral Date To

Report Template

Text values only
▼

Referral_date	Referral_Number	Referrer_Name	Referrer_Telephone	Referrer_Fax	Referrer_Pr	Referrer_Email	Referrer_F	Referrer_Prac	Referra	Referral_Completion	Status	Client_ID	Client_firstname
2/05/2018	RG1672	maria psaltis	123456789			666666						RG:52016	Joe
2/05/2018	RG1674	ok	451301355			o.khalaf@cesphn.com.au						RG:52017	ok
2/05/2018	RG1676	dr nick r				41842						RG:52019	Karenreview
2/05/2018	RG1708	referral				referral						RG:52054	referralreferral
10/05/2018	RG1680	Jan Houser	733626263			35246 jhouser@mccurdyhouse.com				Episode Open		RG:52025	Amanda
10/05/2018	RG1681	Emelio Duncan	784563265			97613 eduncan@pluqld.com.au						RG:52026	Madison
10/05/2018	RG1682	Clary Shield	736985214			3905720 clary@shield.com				Episode Open		RG:52027	Edward
10/05/2018	RG1683	Jennifer Lawrence	734619764			979877 prac1@lawrence.com						RG:52028	Meredith
10/05/2018	RG1684	Adalind Mercury	739563956			4456453 adalind@mercury.org						RG:52029	Jocelyn
10/05/2018	RG1685	Eden Stefanovic	733267293			79635 eden@stefanovic.com				Episode Open		RG:52030	Michael
10/05/2018	RG1686	Lionel Harding	738159426			44878453 lionel@prestigemd.org				Episode Open		RG:52031	Wendell
10/05/2018	RG1687	Melania Goodwin	734567893			674512 mel@goodwinsupport.org				Episode Open		RG:52032	Gagandeep
10/05/2018	RG1688	Alfred Wimbleton	49526318			13346 alfredw@mindfulwellness.org				Episode Open		RG:52033	Amber
10/05/2018	RG1689	Oscar Green	732695841			66456 oscar@greenspsych.com.au				Episode Open		RG:52034	Hamish
10/05/2018	RG1690	Dave Ramsay	739142873			34557486 dave@ramsayandjones.org				Episode Open		RG:52035	Tori
10/05/2018	RG1691	Elise Manson	739546283			7895 emanson@freshview.com				Episode Open		RG:52036	Moby
10/05/2018	RG1719	jack dempsy	66655841			dev@redbourne.com.au				Episode Open		RG:52067	Rodney
16/05/2018	RG1698	Derek Sivers	736598563			4864 derek@siversorg.com.au						RG:52044	Ryan
16/05/2018	RG1699	Joshua Fields Millburn	735594646			489633 josh@millburn.com						RG:52045	Jessica
16/05/2018	RG1700	Emerald Smith	73239468			7986 emerald@helpmehelpu.com						RG:52046	Jason
16/05/2018	RG1701	Penelope Romero	733149898			1313 promero@shinebrightau.com						RG:52047	Janelle
16/05/2018	RG1702	Don Bell	733393335			4631954 don@feelgoodau.com				Episode Open		RG:52048	Miranda
16/05/2018	RG1703	Jodie Winter	733065656			4864151 jodie@hereandnow.com						RG:52049	Hamish

PHN Data Dump – Service Contacts

The PHN Data Dump –Service Contacts report, provides a data dump of an organisations Service Contacts recorded in rediCASE. The report shows 1 row per referral episode.

Similar to the PHN Data Dump – Episodes report, users can select how they want their data to be displayed in the excel spreadsheet by Text Values, Code Values or Text and Code Values.

An additional filter has also been provided, Program name.

This report requires users to enter a Referral Date from and to.

Reports

Select Report: PHN Data Dump - Service Contacts Go

Referral Date From: Referral Date To:

Program:

- Alcohol Dependenc...
- Another new progrz
- ATAPS Cairns NQ
- B-MIND Group - Tod

Deselect All

Report Template: Please Select... Download Report

Referral_date	Referral_ID	Referral_End Date	Referral_C	Referral_Client_fir	Client_sui	Client_DOB	SLK	Referral_F	Referral_Recipient	Organisation	Location	Referral_f	Referral_s	Referral_c	EpisodeID	ServiceC
1/02/2018	RG1651			Kurt Cobain	22/02/1985	OBIUR220219851		28	Grafton			1108	3	#####	RG:41167	RG:83586
10/05/2018	RG1691			Moby Lethibridg	9/09/1989	ETIOB090919891		401	Port Macquire			1108	3	#####	RG:41189	RG:83589
10/05/2018	RG1686			Wendell Jones	5/08/1962	ONSEN050819621		401	Port Macquire			1108	3	#####	RG:41190	RG:83590
10/05/2018	RG1686			Wendell Jones	5/08/1962	ONSEN050819621		401	Port Macquire			1108	3	#####	RG:41190	RG:83591
10/05/2018	RG1690			Tori Maloney	31/12/2001	ALNOR311220012		401	Port Macquire			1108	3	#####	RG:41193	RG:83594
10/05/2018	RG1689			Hamish Ashmore	15/03/1986	SHOAM150319861		401	Port Macquire			1108	3	#####	RG:41195	RG:83596
1/07/2017	1368			Bravo Tweed	22/12/1980	WEDRA221219801		401	Port Macquire			1109	3	#####	RG:41200	RG:83602
1/07/2017	1370			Delta Tweed	4/04/1999	WEDEL040419999		401	Port Macquire			1109	3	#####	RG:41206	RG:83603
1/06/2017	1380			Test ReferralD	22/12/1988	EFRES221219881		401	Port Macquire			1109	3	#####	RG:39036	RG:83604
10/05/2018	RG1688			Amber Lennon	12/09/1994	ENOMB120919942		401	Port Macquire			1108	3	#####	RG:41202	RG:83605
10/05/2018	RG1688			Amber Lennon	12/09/1994	ENOMB120919942		401	Port Macquire			1108	3	#####	RG:41202	RG:83606
10/05/2018	RG1689			Hamish Ashmore	15/03/1986	SHOAM150319861		401	Port Macquire			1108	3	#####	RG:41195	RG:83607
10/05/2018	RG1689			Hamish Ashmore	15/03/1986	SHOAM150319861		401	Port Macquire			1108	3	#####	RG:41195	RG:83608
10/05/2018	RG1689			Hamish Ashmore	15/03/1986	SHOAM150319861		401	Port Macquire			1108	3	#####	RG:41195	RG:83609
10/05/2018	RG1691			Moby Lethibridg	9/09/1989	ETIOB090919891		401	Port Macquire			1108	3	#####	RG:41189	RG:83612
10/05/2018	RG1688			Amber Lennon	12/09/1994	ENOMB120919942		401	Port Macquire			1108	3	#####	RG:41202	RG:83615
10/05/2018	RG1680			Amanda Heathrow	5/12/1985	EAHMA051219852		401	Port Macquire			1108	3	#####	RG:41216	RG:83617
1/01/2018	RG1607	25/05/2018		Rose Lopez	26/06/1996	OPZOS260619962		401	Port Macquire			1109	6	#####	RG:41219	RG:83619
1/01/2018	RG1606			Steve Miller	18/08/1980	LETE180819801		401	Port Macquire			1109	3	#####	RG:41220	RG:83620
2/01/2018	RG1630			Tammy Taylor	26/07/1981	AYOAM260719812		401	Port Macquire			1108	3	#####	RG:41224	RG:83623
16/05/2018	RG1702			Miranda Clairv	18/06/1991	LARIR180619912		401	Port Macquire			1108	3	#####	RG:41222	RG:83624

Referrals Statistical Report

The Referrals Statistical Report displays a standard aggregated statistical report for your Organisation. Users can select from different cohorts to report on – see below.

Reports

Select Report: Referrals Statistical Report Go

Date From: 01/05/2018 Date To: 30/06/2018

Referral cohort: Total number Go

Referral Received Date From:

Please Select...

- Total number of referrals received for period
- Total number of referrals Accepted within the period
- Total number of referrals Declined within the period
- Total number of referrals that have Commenced for the period
- Total number of referrals that were Open at any time during the period
- Total number of service contacts
- Total number of ceased / closed referrals for the period

The report will be displayed as a downloadable PDF.

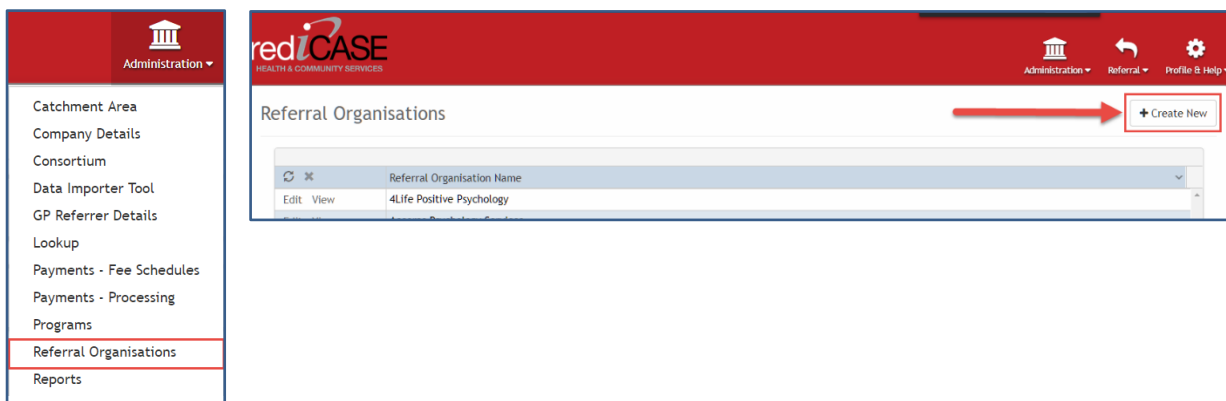
Referral Statistical Report		
Agency: Redbourne	Report Period: 01/05/2018 to 30/06/2018	
Program: All	Received Referrals Period: 01/05/2018 to 30/06/2018	
Age		
	Count	% of Total
< 18	1	14.29
18 - 24	1	14.29
25 - 29	1	14.29
30 - 34	1	14.29
35 - 39	1	14.29
40 - 44	1	14.29
45 - 59	0	0.00
> 60	1	14.29
Gender		
	Count	% of Total
Male	4	57.14
Female	2	28.57
Not Stated/Unknown	1	14.29
Indigenous Status		
	Count	% of Total
Aboriginal but not Torres Strait islander origin	1	16.67
Torres Strait Islander but not Aboriginal Origin	1	16.67
Both Aboriginal and Torres Strait Islander origin	1	16.67
Neither Aboriginal nor Torres Strait Islander origin	1	16.67
Not Stated	2	33.33

4. FOR PHN/COMPANY USERS

This section is for PHN / Subcompany/Consortium providers that are required to create, assign and oversee referrals to multiple receiving end user providers. For commissioned service providers that receive and enter treatment data into rediCASE. please refer to Section 3.

4.1 Creating Referral Organisations

To create a Referral Organisation (provisioned PHN Service Provider, click on Administration > Referral Organisations > Create new.



PMHC MDS require each referral organisation to have the following mandatory fields completed. For definitions and scope of these data items, please refer to <https://docs.pmhc-mds.com>

- Referral Organisation name
- Legal Name
- State
- ABN#
- Provider Type.

Edit Referral Organisation

General

Users

Locations

Bank Details

Areas

Site

Referral Organisation Name	<input type="text" value="Chermside Psychology"/>
Legal Name	<input type="text" value="Chermside Psychology"/>
Address Line 1	<input type="text" value="960 Gympie Road"/>
Address Line 2	<input type="text"/>
Suburb	<input type="text" value="Chermside"/>
State Name	<input type="text" value="Queensland"/>
Postcode	<input type="text" value="4032"/>
Phone	<input type="text" value="07 3364 5555"/>
EmailAddress	<input type="text" value="louisd@redbourne.com.au"/>
ABN	<input type="text" value="11 223 491 505"/>
Provider Organisation Type	<input type="text" value="Private Allied Health Professional Practice"/>
Receive Email Notification	<input checked="" type="checkbox"/>
Is Inactive?	<input type="checkbox"/>

4.2 Creating Referral Organisation Users

Setting up Referral Organisation users in rediCASE

The PHN or contracting provider will set up your account and provide permission to access rediCASE. You will receive an email with your user name and link to rediCASE. Shortly thereafter you will receive another email with your password. This password is confidential and cannot be disclosed to any other person. You have the ability to change your password in rediCASE.

To ensure client confidentiality, if a practitioner works for two or more agencies, a separate user name and password will be required to access rediCASE.

4.2.1 Go to Referral Organisation

To create a Service provider user, log on to rediCASE and click on Administration > Referral Organisation. This will display all existing Referral Organisations. Click on the **Edit** button of the organisation you would like to attach the new user to.

The screenshot displays the rediCASE interface. On the left, the 'Administration' menu is open, with 'Referral Organisations' selected. The main area shows a table titled 'Referral Organisations' with a '+ Create New' button. The table contains the following data:

	Referral Organisation Name
Edit View	1Louis
Edit View	About-You-Medical-and-Allied-Health
Edit View	Albert Street Medical

4.2.2 Create new Referral Organisation user

Navigate to edit referral org page > USERS tab, click on the **Create New** button.

The screenshot shows the 'Edit Referral Organisation' page in the rediCASE system. The 'Users' tab is selected, and a '+ Create New' button is highlighted. Below, the 'Create New User' form is shown with the following fields:

User Name	First Name	Surname	Email	Role Name	Approved	Locked Out	Action
Louisqq	louis	qq	louisd@redbourne.com.au	External Organisation Admin Role	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit View Delete

The 'Create New User' form includes the following fields:

- User Name: Homer_Simpson
- Password: [masked]
- Confirm Password: [masked]
- First Name: Homer
- Surname: Simpson
- Email: HJS@redbourne.com.au
- Role: External Organisation Role

Follow the prompts and fill in the required fields shown below and click on **Create** button.

A user **ROLE** may be allocated:

- *External Organisation Role* - which allows the user to view all referrals that belong to their Referral Organisation, with limited reports access.
- *External Organisation Admin Role* - which allows the user to view all referrals that belong to their Referral Organisation, with full reports access (most appropriate for Organisation Manager / Team Leader).
- Practitioner Only – which allows the user to view only those referrals where they are nominated as Lead Practitioner, or if none, when referral has been assigned to that user.

NOTE: As a suggested standard

1. create User Name as firstname_surname (eg homer_simpson)
 - The User name and password should be emailed in separate emails and only to non-generic (user identified) service provider email accounts.
 - The nominated Email address entered in this User field should be non-generic as it will be used by rediCASE for notifications, forgotten password etc.

4.2.3 Password Requirements

Below are the minimum requirements for setting a password in rediCASE:

- MUST be a minimum **9 characters long**
- Contain at least **1 uppercase letter**
- Contain at least **1 lowercase letter**
- Contain at least **1 Number**

4.2.4 Enter appropriate MDS practitioner details (where appropriate)

Ensure the *IsApproved* field is ticked

If user is a Practitioner, ensure the *Is Practitioner* field is ticked.

Ensure the *Practitioner – IsApproved* field is ticked.

Ensure the *Practitioner – Active* field is ticked.

Where appropriate and if known, fill in the Practitioner details. This information will be extracted and passed as part of the PMHC-MDS data items.

Click on the REFERRAL tab > Service Type SELECT ALL button and then **Save User Details**.

4.2.5 Attach a practitioner user to a Program

If the user you have created is a Practitioner, the user will now need to be attached to at least one Program to allow appropriate referrals to be sent to them. Click on the LOCATIONS tab and click on the **Edit** icon next to the appropriate Location.

Name	Address	State	Suburb	Postcode	Users
test	test	QLD	chermside	4032	1

Navigate to USERS tab. Select the new user from the +Add User drop down list and click the **Add User** button. This will populate the User to the *Selected User* table

Edit Location

Location Details **Users**

Homer Simpson ▼ + Add User

Selected Users:

- louis qq

User Programs:

▼ + Add Program

Selected Programs

- Brisbane MIND [Remove]
- 123 [Remove]

Inactive Cancel Save

Select the appropriate program from the *User Programs* table and click on the *+Add Program* button. Note a user may be attached to more than one Program. When all Programs are added, click **Save**.

Edit Location

Location Details **Users**

▼ + Add User

Selected Users:

- louis qq
- Homer Simpson

User Programs:

Psychological Services ▼ + Add Program

Selected Programs

- Intake and Assessment [Remove]

Inactive Cancel Save

The new user can now log on to rediCASE.

NOTE: For security purposes, it is advised that the new user change their password at the initial log in.

4.3 Creating Company / Subcompany / PHN Users

Create new PHN/Company level user

To create a new PHN/Company level user, head to the Admin module > Users > Create New

Username	First Name	Surname	Email	Is Approved	Is Locked Out	Referral Organisation Name
ACRC	ACRC	TEST	redicase@redbourne.com.au	Yes	No	07. CFHP
admin_simon	Simon	Admin	dev@redbourne.com.au	Yes	No	03. NEAMI
alliananderson	Allan	Anderson	dev@redbourne.com.au	Yes	No	06. HUB
alpha_PK01	Alpha	PK01	dev@redbourne.com.au	Yes	No	zzzIUHI Institute for Urban Indigenous Health

Follow the prompts and fill in the required fields shown below and click on **Create** button.

NOTE: Ensure the ROLE = DEFAULT ROLE, for PHN/Company users.

- As a suggested standard, create User Name as firstname_surname (eg homer_simpson)

4.4 Payment Processing, Invoicing and Fee Schedules

Payment for services

rediCASE has the capability to set fee schedules and session cluster counts at a program level. rediCASE will generate Recipient Created Tax Invoices (RCTI's) after a practitioner has entered a Service Contact and the PHN/Company has approved.

4.4.1 Setting up a Fee Schedule

Fee schedules allow a Company / subcompany to:

- Set a fixed number/cluster of service contacts for each program. (This functionality may be used without calculating and processing fee for service invoices, e.g. a commissioned service provider may be block funded).
- Set the Fee amount to be paid either at an individual Practitioners, or the Practitioner category (General Psychologist, Clinical Psychologist, Mental Health worker etc.).

Go to the Administration Module > Select Payments - Fee Schedules > Fee Schedule.

The Create Fee Schedule window will appear. Complete all Mandatory and appropriate fields and hit next.

For data items:

- *Program* is the program that the fee schedule will apply to. There can only be one fee scheduled / program
- *Fee by:* Allows fee / service contact to be set at an individual Practitioner or category (qualification) level.
- *No of sessions in a cluster* will determine the count of service contacts clinician can complete within an episode before workflows will prompt a request for additional service contacts.
- *Max DNA (per cluster)* will determine how many Did Not Attends may be paid a fee within a cluster.
- *Exclude Individual Did Not Attend from cluster count* allow Service contacts that are recorded as Did not attend NOT to contribute to the count of sessions in a cluster.
- *Max Care Coordination* allows a set number of Care coordination sessions to be paid within a cluster.
- *Manual payment* allows Sessions in a cluster to be set WITHOUT applying fee schedules in the next step.

The screenshot shows the 'Create Fee Schedule' form in the rediCASE system. The form is titled 'Create Fee Schedule' and contains the following fields and options:

- Fee Schedule Name:** Example
- Program:** Example Program
- Fee By:** Practitioner Category
- No. of sessions in a cluster:** 6
- Max DNA (per cluster):** 1
- Exclude Individual Did Not Attend from cluster count:**
- Max Care Coordination (per cluster):** 0
- Manual Payment:**

At the bottom right of the form, there are 'Cancel' and 'Next' buttons. The 'Next' button is highlighted with a red box. A blue arrow points from the 'Next' button in the 'Create Fee Schedule' form to the 'Fee Schedule Items' page shown in the next screenshot.

The Fee Schedule is now created.

Users will be taken to the Fee Schedule Items page. Here users will set the fees in dollar amount, these can be set by either individual Practitioner or Practitioner Category depending on selection "Fee By".


The screenshot shows the 'Fee Schedule Items' page in the rediCASE system. The page displays the following information:

- Fee Schedule:** Example
- Program:** Example Program
- No. of sessions in a cluster:** 6
- Max DNA/cluster:** 1
- Current At:** 13/02/2019

The main table lists the fee schedule items for the selected fee schedule:

Practitioner Category	Effective From	Ends At	Ind. Rate	Ind. DNA Rate	Grp. Rate	Grp. DNA Rate	Clinical Care Rate
Aboriginal and Torres Strait Islander Health/Mental Health Worker			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Clinical Psychologist			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
General Practitioner			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Fee Items

To set Fee items, click on the Pencil icon () to edit. The below window will display. Complete all necessary fields, and hit save. Complete this window for each Practitioner/Category.

NOTE: Effective From date is Mandatory.


Edit Fee Schedule Item ✕

Program:

Practitioner Category:

Effective From: Ends At:

Fees

Individual Session Rate: 

Group Session Rate:

Individual DNA Session Rate:

Group DNA Session Rate:

Clinical Care Rate:

Adjustments

Room-Own Room (Ind.) Room-Own Room (Grp.)

Room-Community Service Room (Ind.)

Room-Out of Consulting Room (Ind.)

Users can also set an expiry date for a fee schedule and have a new fee schedule scheduled to take over by clicking on the Upcoming button - Upcoming

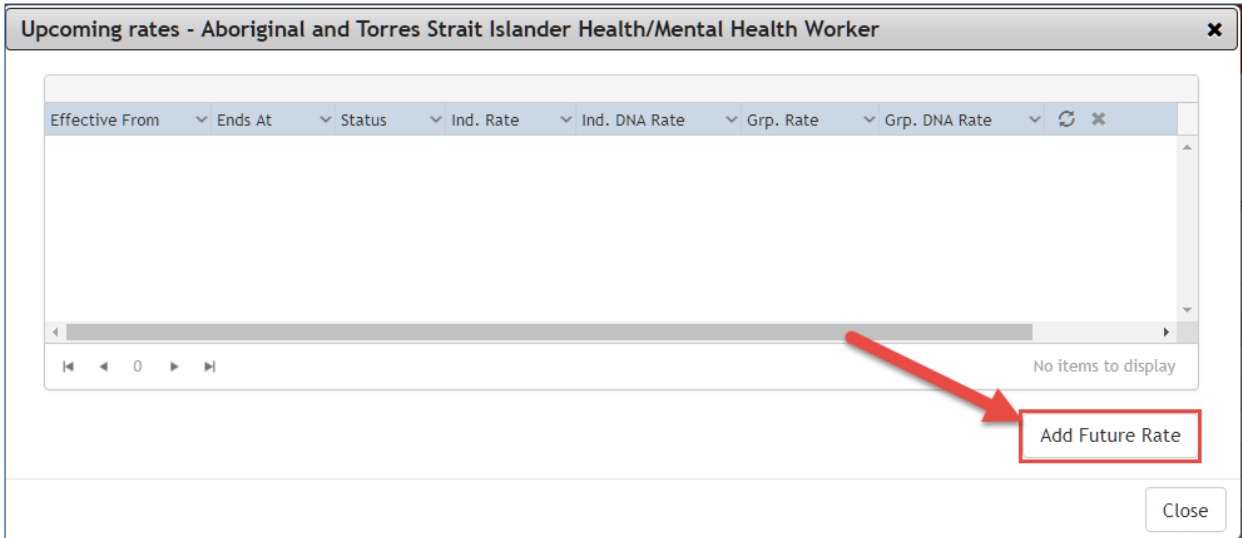
Fee Schedule Items Back to List

Fee Schedule: Example Program: Example Program No. of sessions in a cluster: 6 Max DNA/cluster: 1

Current At:

Practitioner Category	Effective From	Ends At	Ind. Rate	Ind. DNA Rate	Grp. Rate	Grp. DNA Rate	Clinical Care Rate		
Aboriginal and Torres Strait Islander Health/Mental Health Worker	13/02/2019		\$120.00	\$0.00	\$0.00	\$0.00	\$0.00		Upcoming All
Clinical Psychologist	13/02/2019		\$120.00	\$0.00	\$0.00	\$0.00	\$0.00		Upcoming All
General Practitioner	13/02/2019		\$120.00	\$0.00	\$0.00	\$0.00	\$0.00		Upcoming All
General Psychologist	13/02/2019		\$120.00	\$0.00	\$0.00	\$0.00	\$0.00		Upcoming All
Low Intensity Mental Health Worker	13/02/2019		\$120.00	\$0.00	\$0.00	\$0.00	\$0.00		Upcoming All
Mental Health Nurse	13/02/2019		\$120.00	\$0.00	\$0.00	\$0.00	\$0.00		Upcoming All
Not stated	13/02/2019		\$120.00	\$0.00	\$0.00	\$0.00	\$0.00		Upcoming All
Occupational Therapist	13/02/2019		\$120.00	\$0.00	\$0.00	\$0.00	\$0.00		Upcoming All
Other	13/02/2019		\$120.00	\$0.00	\$0.00	\$0.00	\$0.00		Upcoming All
Other Medical	13/02/2019		\$120.00	\$0.00	\$0.00	\$0.00	\$0.00		Upcoming All
Peer support worker	13/02/2019		\$120.00	\$0.00	\$0.00	\$0.00	\$0.00		Upcoming All
Psychiatrist	13/02/2019		\$120.00	\$0.00	\$0.00	\$0.00	\$0.00		Upcoming All
Psychosocial support worker	13/02/2019		\$120.00	\$0.00	\$0.00	\$0.00	\$0.00		Upcoming All
Social Worker	13/02/2019		\$120.00	\$0.00	\$0.00	\$0.00	\$0.00		Upcoming All

The below window will appear > Click on add future rate > and complete the same as above.

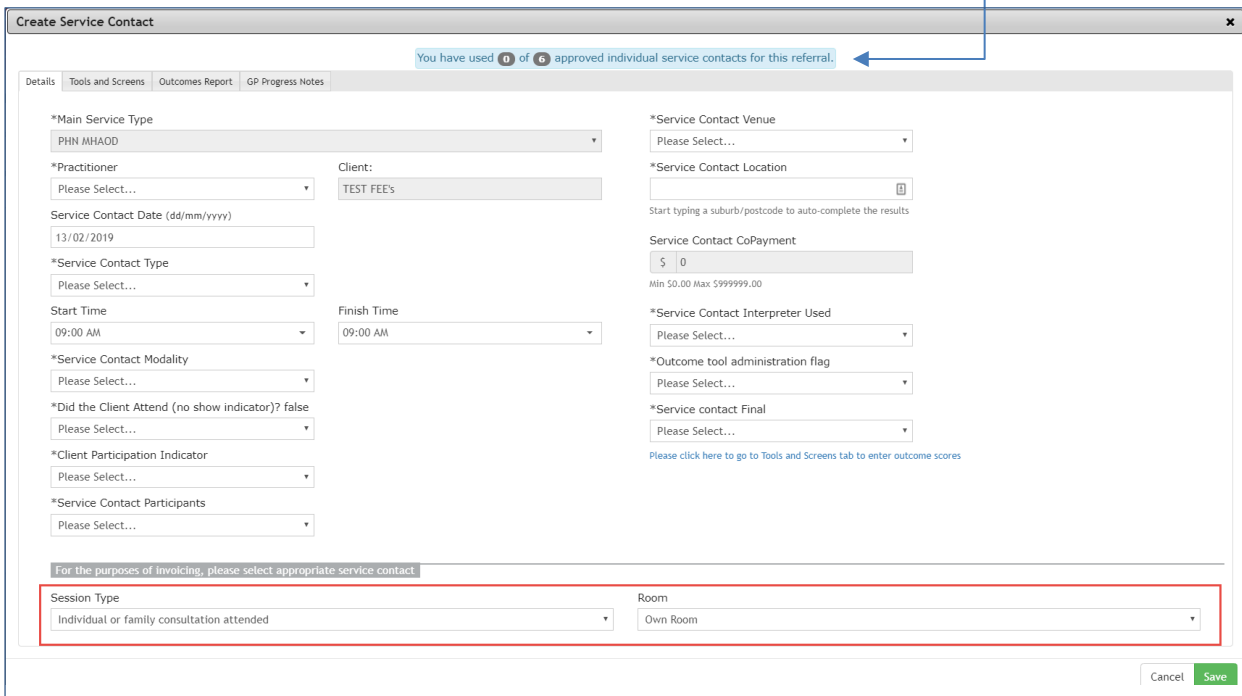


Fee Schedules are now set up.

Service Contacts

Now that Fee Schedules have been set up, Practitioners will now see the following 2 additional data items when entering Service Contacts, these are Session type and Room. They will also see a count of how many approved sessions are available here.

NOTE: These items are Mandatory as they are linked to the fee schedule items.



The Service Contact counter will continue to count as each Service contact is entered. If the user continues to enter service contacts past the approved cluster count, these additional sessions will NOT apply a fee until an additional cluster of sessions have been approved by the PHN/Company.

4.4.2 Approving additional sessions

If the user would like to approve additional sessions (further treatment is required), they will be asked when they enter the FINAL session for that cluster (i.e. 6/6), if they would like to have more approved.

Request PHN? ✕

You have reached the maximum approved individual service contacts, do you want to request additional service contacts for this client?

When a practitioner selects Yes, the PHN/Company will be notified via email. PHN/Company can navigate to the Referral Module > PHN Referral Tasks > find the task > View > Approve/Reject

Administration **Referral**

Step Up Down Search

PHN Manual Referral

Search Sent Referral

Search Received Referral

Referral Summary

Referral Notifications [68]

PHN Referral Tasks

Draft Referrals

PHN Referral Tasks

List of the referrals which require an action or have a notification Only Display Unread Tasks

	Referral Number	Notification Type	Recipient Organisation	Program	Created On	Client
✓ Mark as Read View	RG1750	Additional Session Request	Grafton Super Clinic	HealthyMinds NSWNC	13/02/2019	Lola Referral
✓ Mark as Read View	RG1828	Commencing on Referral	Grafton Super Clinic	HealthyMinds NSWNC	13/02/2019	LeanneTEST Referral
✓ Mark as Read View	RG1828	Commencing on Referral	Grafton Super Clinic	HealthyMinds NSWNC	13/02/2019	LeanneTEST Referral
✓ Mark as Read View	RG1828	Referral Accepted	Grafton Super Clinic	HealthyMinds NSWNC	13/02/2019	LeanneTEST Referral
✓ Mark as Read View	RG1835	Referral Accepted	Grafton Super Clinic	Example Program	13/02/2019	TEST FEE's
✓ Mark as Read View	RG1827	Referral Declined	Anita Trendle	HealthyMinds NSWNC	12/02/2019	Test Two
✓ Mark as Read View	RG1826	Commencing on Referral	Grafton Super Clinic	HealthyMinds NSWNC	01/02/2019	Test One
✓ Mark as Read View	RG1826	Commencing on Referral	Grafton Super Clinic	HealthyMinds NSWNC	01/02/2019	Test One

Actions | Service Contacts | Case File | History | Notes | Documents

What do you want to do?

I want to approve or reject additional service contact request Approve 6 Sessions Reject

I want to add a new service contact Add Service Contact

I want to add a new note to this referral Add Admin Note

I want to View/add a Call Attempt record to this referral Add/View Call Attempts

I want to close the referral episode of care Close Referral Episode

I want to Step Up/Down the referral Step Up/Down

I want to Upload a Document Upload Document

I want to set Referral as Inactive Make Referral Inactive

Alternatively, the PHN/Company can Pre-Approve an additional cluster of sessions by entering the referral details > Actions > click on the Pre-Approve.

Actions | Service Contacts | Case File | History | Notes | Documents

What do you want to do?

I want to pre-approve additional cluster of sessions Pre-Approve

I want to add a new service contact Add Service Contact

Next time the Practitioner accesses the referral post approval, the session count will reflect this, as shown below 6/12. Payments will continue as per normal.

Create Service Contact

You have used **6** of **12** approved individual service contacts for this referral.

Details | Tools and Screens | Outcomes Report | GP Progress Notes

*Main Service Type: PHN MHAOD

*Practitioner: Please Select... Client: TEST FEE's

*Service Contact Venue: Please Select...

*Service Contact Location: Please Select...

Service Contact Date (dd/mm/yyyy): Start typing a suburb/postcode to auto-complete

4.4.3 Payments Processing

Payment Processing involves a few steps. Viewing the sessions entered by practitioners, locking them for payments, Generating a payment summary, and approval for payments.

To access the Payment Processing page > Administration Module > Payments – Processing.

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Administration | Referral | Profile & Help

Payments Processing

View Payment Summary

Session From: [] Session To: [] Provider Org.: [Please Select...]

Program: [Please Select...] Practitioner QIF: [Please Select...] Approval: [Please Select...]

Provider Region: [Please Select...]

Export to Excel

Lock?	Provider Organisation	Legal Name	ABN	Provider Region	Program	Provider First name	Provider Surname	Provider Qualification	Client Firstname
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	LeanneTEST
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	Lola

Viewing and Locking Service Contacts

The Payments Processing page will display all sessions that have been entered in rediCASE that have NOT been marked as approved. PHN/Company accounts should review all submitted data and applicable fees are relevant for the Service Contact. For each Service Contact, user will need to “Lock” down for payments by checking the Lock check box for each Service Contact, or lock all by clicking here. This temporarily prevents a clinician from editing the existing record while the payment process is being completed.

Export to Excel **Lock all**

Lock?	Provider Organisation	Legal Name	ABN	Provider Region	Program	Provider First name	Provider Surname	Provider Qualification	Client Firstname
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	LeanneTEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	Lola
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	Lola
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	MichelleTEST

Lock For Payments Generate Payment Summary

Once Locked, user will see a confirmation message at the top of the page, and should now Generate Payment Summary.

Payments Processing

10 Service contact(s) updated successfully.

View Payment Summary

Session From: Session To: Provider Org.:

Export to Excel

Lock?	Provider Organisation	Legal Name	ABN	Provider Region	Program	Provider First name	Provider Surname	Provider Qualification	Client Firstname
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	LeanneTEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	Lola
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	Lola
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	MichelleTEST

Lock For Payments **Generate Payment Summary**

Payment Summary/Pending Payments

Once a Payment Summary has been generated, users will be navigated to the Pending payments Page. Review the total amount owed to the Referral Organisation, rediCASE calculates this automatically. Check the Approval checkbox and hit Mark as Approved.

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Administration Referral Profile & Help

Pending Payments

Approve?	Provider Name	Legal Name	Fee	Fee Surcharge	Gst.	Total Fee
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	\$1,320.00	\$0.00	\$0.00	\$1,320.00

Mark As Approved View Payment Summary

A confirmation message will appear.

Confirm ✕

Are you sure you want to approve these payments for sessions? After approval, changes to sessions may result in an adjustment.

No Yes

Payment Summary/Finalised payments

The Payment Summary button can be used to access the Finalised Payments page. This page will display all approved payments which can be viewed, printed or exported to excel.

Finalised Payments

Approved From: Approved To: Run No.: RCTI No.:

Run No.	Approver Firstname	Approver Surname	Approved Date	No. of RctIs	Total Inc. Tax	
26	Erin	Menhinnitt	15/02/2019	1	\$1,320.00	<input type="button" value="View"/>
25	Erin	Menhinnitt	15/02/2019	1	\$0.00	<input type="button" value="View"/>
24	Erin	Menhinnitt	13/02/2019	2	\$220.00	<input type="button" value="View"/>

Note: A red callout box labeled "Click to View" points to the View button in the first row of the table.

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Administration Referral Profile & Help

Payment Run Details

Approved by: ErinMenhinnitt, 15/02/2019

Select All	RctI Id	Provider Name	Fee	Surcharge	Gst	Total Exc. Tax	Total Inc. Tax	
<input checked="" type="checkbox"/>	61	Grafton Super Clinic	\$1,320.00	\$0.00	\$0.00	\$1,320.00	\$1,320.00	<input type="button" value="Print"/>

Note: A red arrow points to the "Print RCTIs" button.

RCTI's can be downloaded as PDF in a .zip file, as below.

redbourne GROUP	RECIPIENT CREATED TAX INVOICE	Invoice No: 61
		Date: 15/02/2019

From - Recipient: Name
Trading as Redbourne
Address
PO Box 492
Chermside QLD 4031

Australian business number (ABN):

To - Supplier: Name
Grafton Super Clinic
Address
2 Clarence Street
Grafton NSW 2460

Australian business number (ABN):

SUPPLIES MADE BY SUPPLIER TO RECIPIENT

Session Date	Practitioner	Description of taxable supplies		Value	GST	Price
		Referral No.	Description			
11/01/2019	user test	RG1817	Individual or family consultation attendedOwn Room	\$150.00	\$0.00	\$150.00
13/02/2019	user test	RG1750	Individual or family consultation attendedOwn Room	\$150.00	\$0.00	\$150.00
13/02/2019	user test	RG1750	Individual or family consultation attendedCommunity Service Room	\$150.00	\$0.00	\$150.00
13/02/2019	user test	RG1828	Individual or family consultation attendedOwn Room	\$150.00	\$0.00	\$150.00
13/02/2019	user test	RG1835	Individual or family consultation attendedOwn Room	\$120.00	\$0.00	\$120.00
13/02/2019	user test	RG1835	Individual or family consultation attendedOwn Room	\$120.00	\$0.00	\$120.00
13/02/2019	user test	RG1835	Individual or family consultation attendedOwn Room	\$120.00	\$0.00	\$120.00
13/02/2019	user test	RG1835	Individual or family consultation attendedOwn Room	\$120.00	\$0.00	\$120.00
13/02/2019	user test	RG1835	Individual or family consultation attendedOwn Room	\$120.00	\$0.00	\$120.00
13/02/2019	user test	RG1835	Individual or family consultation attendedOwn Room	\$120.00	\$0.00	\$120.00
13/02/2019	user test	RG1835	Individual or family consultation attendedOwn Room	\$120.00	\$0.00	\$120.00
TOTALS				\$1,320.00	\$0.00	\$1,320.00
AMOUNT DEPOSITED TO YOUR BANK ACCOUNT						\$1,320.00

Page 1 of 2

Adjustments

Service Contacts that have been finalized will be viewed at the Referral - Service Contact level by the display of the RCTI number linked to the record. Click on the RCTI number in a service contact to view the relevant invoice.

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Administration Referral Profile & Help

Sent Referral No: RG1835 Status: Accepted, 724, FEE's, TEST, 28/02/2000, (Redbourne) [EXIT]

Other Details

Actions Service Contacts Case File History Notes Documents

+ Add Service Contact View Notes

View	Edit	Delete	Date	Practitioner	Contact Type	Duration	Venue	Service Contact Participants	Session Type	Payment
View	Edit	Delete	13/02/2019	user test	Assessment	0 h 50 m	Service provider's office	Individual client		Rct# 61
View	Edit	Delete	13/02/2019	user test	Structured psychological intervention	1 h 15 m	Service provider's office	Individual client		Rct# 61
View	Edit	Delete	13/02/2019	user test	Suicide prevention specific assistance NEC	2 h 10 m	Service provider's office	Individual client		Rct# 61
View	Edit	Delete	13/02/2019	user test	Clinical care coordination / liaison	1 h 25 m	Service provider's office	Individual client		Rct# 61
View	Edit	Delete	13/02/2019	user test	Structured psychological intervention	1 h 5 m	Service provider's office	Individual client		Rct# 61
View	Edit	Delete	13/02/2019	user test	Suicide prevention specific assistance NEC	0 h 45 m	Client's Home	Individual client		Rct# 61

1 - 6 of 6 Items

RCTI Details

Invoice No:61 Invoice Date:15/02/2019

Fee Id	Session Date	Referral No.	Practitioner	CIL Id	Practitioner Category	Client	Session Type	Surch... Type	Fee Amt	Surch... Amt	Gst	Total Exc. T...	Total Inc. T...
16970	11/01/2019	RG1817	user test	53242	Social Worker	MichelleTEST REFERRAL	Individual	Own Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16989	13/02/2019	RG1750	user test	52101	Social Worker	Lola Test Referral	Individual	Own Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16990	13/02/2019	RG1750	user test	52101	Social Worker	Lola Test Referral	Individual	Community Service Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16982	13/02/2019	RG1828	user test	53262	Social Worker	LeanneTEST Referral	Individual	Own Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16983	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16984	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16985	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16986	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16987	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16988	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00

1 - 10 of 10 Items

Close

Service providers may edit / delete a service contact that has been processed for payment. When doing so the practitioner will be prompted that the edit may effect original payments. Any adjustments of a paid service contacts that effect the original invoiced amount will be viewed in the next Payments Processing cycle.

Locked Records

You may notice on occasion that a client record cannot be accessed for a short period of time (say 5 minutes). This is likely to be during times of processing payments. During the processing of payments rediCASE will lock certain client records. Should you notice this, please wait a few minutes and try again.

4.5 PHN Referral Tasks

PHN Referral Tasks can be found under the Referral module > PHN Referral Tasks

Referral Number	Notification Type	Organisation	Program	Created On	Status	Referral Status	Assign To	Created By	On Hold List
PHN_1212277	Commencing on Referral	REGRESSION TESTING	REGRESSION TESTING	28/05/2019	Not View	Accepted		Brisbane North Admin	1
PHN_1212279	Commencing on Referral	LUGARAFORG	REGRESSION TESTING	29/05/2019	Not View	Accepted		Brisbane North Admin	2
PHN_1212289	Referral Step Up/Down	REGRESSION TESTING	REGRESSION TESTING	26/05/2019	Not View	Not View	Brooke Day	Brisbane North Admin	3
PHN_1212288	Referral Step Up/Down	LUGARAFORG	REGRESSION TESTING	26/05/2019	Not View	Not View	Mandy JRL	Brisbane North Admin	5
PHN_1212287	Referral Step Up/Down	REGRESSION TESTING	REGRESSION TESTING	26/05/2019	Not View	Not View	Mandy JRL	Brisbane North Admin	5
PHN_1212289	Referral Accepted	LUGARAFORG	REGRESSION TESTING	26/05/2019	Not View	On-Referral Open	Mandy JRL	Brisbane North Admin	5
PHN_1212296	Referral Step Up/Down	REGRESSION TESTING	REGRESSION TESTING	26/05/2019	Not View	Not View	Tali Wides	Brisbane North Admin	5
PHN_1212278	Commencing on Referral	REGRESSION TESTING	REGRESSION TESTING	26/05/2019	Not View	Accepted	Shel Wades	Brisbane North Admin	5
PHN_1212278	Referral Accepted	LUGARAFORG	REGRESSION TESTING	26/05/2019	Not View	Accepted	Mandy JRL	Brisbane North Admin	5
PHN_1212277	Additional Session Request	REGRESSION TESTING	REGRESSION TESTING	22/05/2019	Not View	Accepted	Not View	Brisbane North Admin	6
PHN_1212292	Client Note	LUGARAFORG	REGRESSION TESTING	22/05/2019	Not View	Accepted	Jane Kelly	Brisbane North Admin	7
PHN_1212292	Client Note	REGRESSION TESTING	REGRESSION TESTING	22/05/2019	Not View	Accepted	Not View	Brisbane North Admin	7
PHN_1212283	Client Note	LUGARAFORG	REGRESSION TESTING	21/05/2019	Not View	Accepted	Jane Kelly	Brisbane North Admin	8
PHN_1212283	Client Note	REGRESSION TESTING	REGRESSION TESTING	21/05/2019	Not View	Accepted	Jane Kelly	Brisbane North Admin	8
PHN_1212292	Referral Accepted	LUGARAFORG	REGRESSION TESTING	21/05/2019	Not View	Accepted	Jane Kelly	Brisbane North Admin	8
PHN_1212283	Client Note	LUGARAFORG	REGRESSION TESTING	21/05/2019	Not View	Accepted	Jane Kelly	Brisbane North Admin	8
PHN_1212283	Client Note	LUGARAFORG	REGRESSION TESTING	21/05/2019	Not View	Accepted	Jane Kelly	Brisbane North Admin	8
PHN_1212283	Client Note	LUGARAFORG	REGRESSION TESTING	21/05/2019	Not View	Accepted	Jane Kelly	Brisbane North Admin	8
PHN_1212283	Client Note	LUGARAFORG	REGRESSION TESTING	21/05/2019	Not View	Accepted	Jane Kelly	Brisbane North Admin	8
PHN_1212283	Referral Step Up/Down	REGRESSION TESTING	REGRESSION TESTING	21/05/2019	Not View	Not View	Pluggi Hodge	Brisbane North Admin	8

PHN Referral Tasks is a referral notifications centre. It can be used to track referral progress and complete referral tasks.

There are several notification types, there are;

1. Additional Session Request

This notification is to advise the PHN/Company that a referral organisation has requested additional sessions to be approved.

2. Client Note

This is to advise that an Admin note has been recorded on the referral.

3. Commencing on referral

This notification is to advise that the referral has Commenced

4. Possible Duplicate Client

This notification is to advise the PHN/Company a referral has been created with similar details (name and DOB) for an existing client referral

5. Referral Accepted/Declined

This notification is sent when a referral status has been updated with the retrospective action of Accept/Decline.

6. Referral on Hold

This notification is to alert the PHN/Company the referral is on hold and has not been released to the referral organisation. [See Hold and Release Referrals](#)

7. Referral Step Up/down

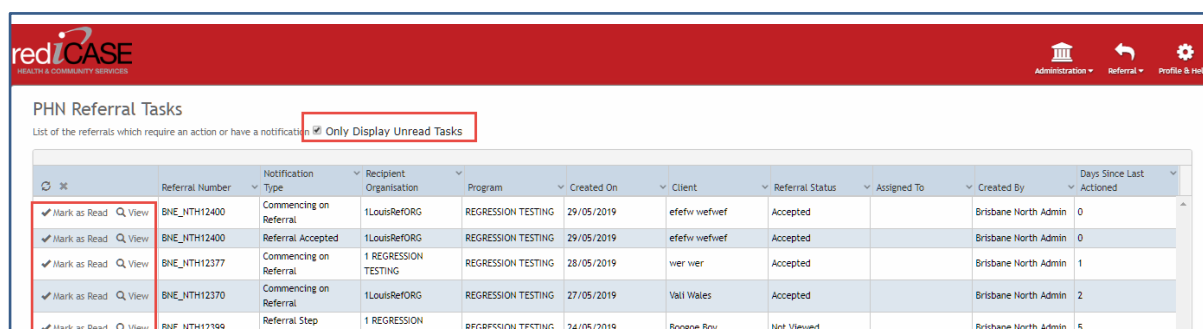
This notification is to advise that this referral is a result of using the Step Up/Down action.

8. Review Referral

This notification is to advise a referral has been created as a Review referral ([see referral form type](#)), which needs to be merged with the original initial referral. *Note: this way of merging referrals is different from using the Merge client's tool.*

Users can view each task by clicking on the View button on the very left-hand column, this will navigate users to the referral details page, where user can complete the task or review the status.

Click the Mark as read button to clear that referral task notification. Users may also check the 'Only Display unread Tasks' to display only unread tasks, uncheck to view all tasks, both read and unread.



	Referral Number	Notification Type	Recipient Organisation	Program	Created On	Client	Referral Status	Assigned To	Created By	Days Since Last Actioned
<input checked="" type="checkbox"/> Mark as Read View	BNE_NTH12400	Commencing on Referral	1LouisReFORG	REGRESSION TESTING	29/05/2019	efefw wefwef	Accepted		Brisbane North Admin	0
<input checked="" type="checkbox"/> Mark as Read View	BNE_NTH12400	Referral Accepted	1LouisReFORG	REGRESSION TESTING	29/05/2019	efefw wefwef	Accepted		Brisbane North Admin	0
<input checked="" type="checkbox"/> Mark as Read View	BNE_NTH12377	Commencing on Referral	1 REGRESSION TESTING	REGRESSION TESTING	28/05/2019	wer wer	Accepted		Brisbane North Admin	1
<input checked="" type="checkbox"/> Mark as Read View	BNE_NTH12370	Commencing on Referral	1LouisReFORG	REGRESSION TESTING	27/05/2019	Vall Wales	Accepted		Brisbane North Admin	2
<input checked="" type="checkbox"/> Mark as Read View	BNE_NTH12399	Referral Step	1 REGRESSION TESTING	REGRESSION TESTING	24/05/2019	Boogie Boy	Not Viewed		Brisbane North Admin	5

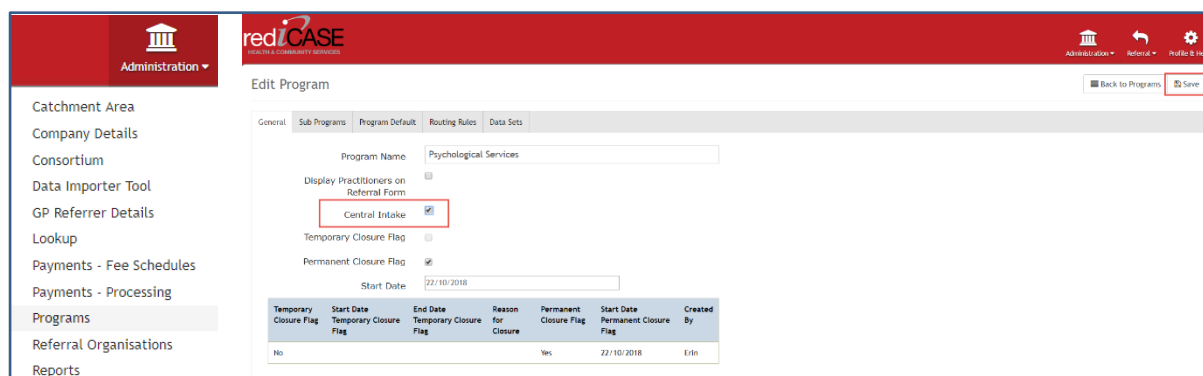
4.6 Hold and Release Referrals

As the PHN/Company, users may elect to switch on the Central Intake capability which places referrals created by GPs / Service Provider "On Hold". Referrals on Hold can be scrutinized and released to the intended Service Provider or redirected to another Provider by the PHN as appropriate.

Note – referrals "On Hold" will not be delivered to a Service Provider until released by the PHN. It is recommended that PHN action On Hold referrals as soon as possible to prevent delay of service provider activity.

Setting up Central intake

Central intake is a program-based function. Head to the Admin Module > Programs > Edit program to flag it as 'Central Intake'



Edit Program

Program Name: Psychological Services

Display Practitioners on Referral Form:

Central Intake:

Temporary Closure Flag:

Permanent Closure Flag:

Start Date: 22/10/2018

Temporary Closure Flag	Start Date Temporary Closure	End Date Temporary Closure	Reason for Closure	Permanent Closure Flag	Start Date Permanent Closure	Created By
No				Yes	22/10/2018	Erin

Viewing On hold referrals

As a PHN User, referrals On Hold can be viewed and managed from two separate areas:

1. View Referrals on Hold as part of PHN REFERRAL TASKS

PHN REFERRAL TASKS. This will display all referrals with notifications or requiring action by the PHN. Referrals with *Notification Type: Referral on Hold* are waiting release from the PHN.

Click on View from the Tasks, you will be redirected to the referral details actions page. Hit Release to sent the referral to the original selected provider, or hit Assign and Release to refer to a more appropriate service provider.

Received Referral No: 1379 Status: Not Viewed On Hold, 268, 'Smith, Joanna', 06/06/1987, (Redbourne)

Other Details

Actions History Notes Documents

What do you want to do?

I want to Release the Referral Release

I want to Assign and Release to another Organisation/Practitioner Assign & Release

I want to add a new note to this referral Add Note

I want to add a Call Attempt record to this referral Add Call Attempt

I want to Upload a Document Upload Document

Click here to release the referral to the original selected service provider

Click here to assign the referral to a more appropriate service providers and release

2. View Referrals in the REFERRAL -> SEARCH SENT REFERRAL display:

Alternatively, On Hold referrals will be identified in red as On Hold = Yes in the Search Sent Referrals list display. You may also filter by the "Only on Hold" filter.

Click on the Details link next to the referral to proceed to the Actions tab.

red iCASE

Search Sent Referral

Priority	Referral #	Service Type	Referral Date	Recipient Organisation	Sub Company	Client	Date of Birth	Referral Status	Comm.	On Hold	On Referred By	Referral Outcome	Assigned %	Program	Lead Practitioner	Created By	Referrer Name
Details	BNE_NTH12401	PHN HHAD	30/05/2019	TEST Organisation	Brisbane North PHN	rrr rrr	07/05/2019	Not Viewed	No	Yes				Counseling health		Brisbane North Admin	Brisbane North Admin
Details	BNE_NTH12400	PHN HHAD	01/05/2019	TLouisRefORG	Brisbane North PHN	efefu uefuef	01/05/2000	Accepted	Yes	No				REGRESSION TESTING		Brisbane North Admin	Brisbane North Admin

Review and Release Referral

You may view the details of the referral by selecting View / Details link and viewing the client data and the original referral form by clicking on the client link at the top of the referral and the View PHN Referral Form in the DOCUMENTS tab of the referral.

red iCASE

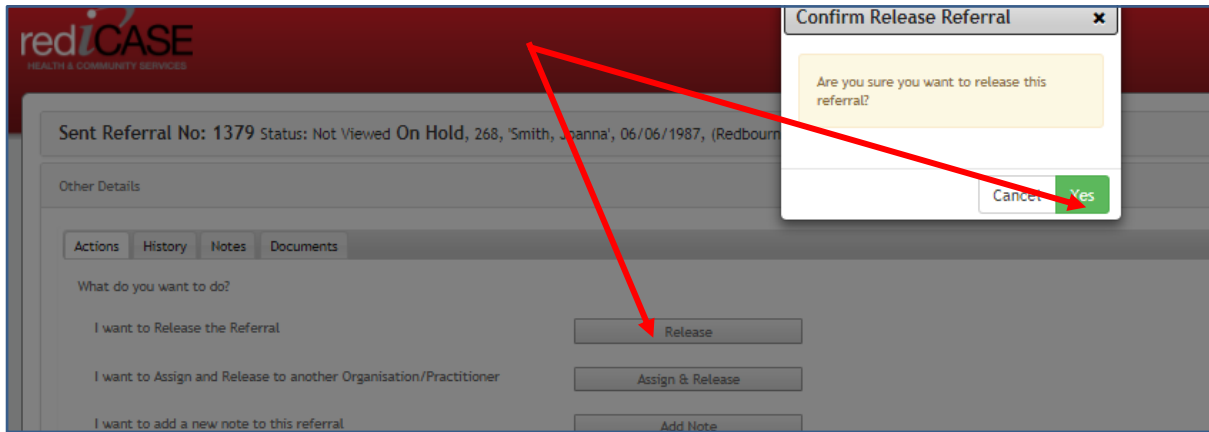
Sent Referral No: BNE_NTH12401 Status: Not Viewed On Hold, 85880519-1, 'rrr, rrr', 07/05/2019, AR&: rr (Brisbane North PHN)

Other Details

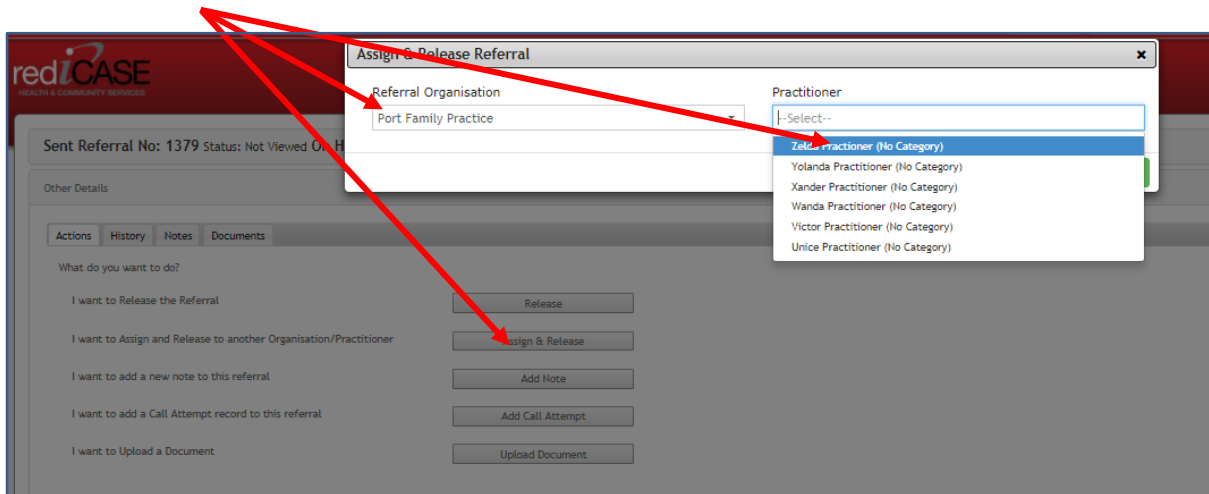
Actions History Notes Documents

View PHN Referral Form

If the selected Service Provider is deemed an appropriate destination for the referral, click on the **Release** button. You will be asked to confirm by selecting the **Yes** in the prompt.



If the selected Service Provider is deemed an inappropriate destination for the referral, click on the **Assign & Release** button.



You will be able to redirect the referral by selecting any Referral Organisation and associated Practitioner and clicking on **Assign & Release** button. The referral will be delivered to the selected Practitioner / Service Provider.

4.7 Referral Form Type – NEW and REVIEW

The Referral Form Type is a radio button control that allows users to choose from 2 options – NEW and REVIEW, each option effects the referral form differently.

New

New means just that, creating a NEW Referral. Referral form workflow will remain the same, complete referral form of all mandatory data > select a Service Provider > Send.

Create Manual Referral

Referral Form Type New Review

Referral Date

Client First Name

Client Middle Name

Client Surname

Client Preferred Name

Gender

Date of Birth

Indigenous Status

Language spoken at home

Suicide Risk

Country of Birth

Review

The review option should be used when an existing client/referral record already exists in the database, and the referral documentation is required for a review. For example, a client is referred (New) and seen by a provider for 6 sessions. The client is then required to be seen by their referring GP to extend the number of sessions to 12. The supplementary referral from the second GP visit should be created as a Review referral.

When Review is selected, the referral form will remain the same, enter client details/demographics etc. however, instead selecting a Service Provider – rediCASE will ask users to SAVE REVIEW. When a Referral has been SAVED as REVIEW, Referral will be saved in the Referral Module > PHN Referral Tasks.

Create Manual Referral

Referral Form Type New Review

Referral Date

Client First Name

Client Middle Name

Client Surname

Client Preferred Name

Gender

Date of Birth

PHN Referral Tasks

List of the referrals which require an action or have a notification Only Display Unread Tasks

	Referral Number	Notificati... Type	Recipient Organisat...	Program	Created On	Client	Referral Status	Assigned To	Created By	Days Since Last Actioned
<input type="button" value="Mark as Read"/> <input type="button" value="View"/>	BNE_NTH12273	Review Referral			21/11/2018	Zed Red	Not Viewed		Brisbane North Admin	0
<input checked="" type="button" value="Mark as Read"/> <input type="button" value="View"/>	BNE_NTH12266	Commencing on Referral	1 REGRESSION TESTING	REGRESSION TESTING	19/11/2018	Sonia Test	Accepted	Louis Dimech	Louis Dimech	2
<input checked="" type="button" value="Mark as Read"/> <input type="button" value="View"/>	BNE_NTH12265	Additional Session Request	1 REGRESSION TESTING	MINDCARE	16/11/2018	TSET TEST	Accepted		Louis Dimech	5
<input checked="" type="button" value="Mark as Read"/> <input type="button" value="View"/>	BNE_NTH12263	Commencing on Referral	1 REGRESSION TESTING	REGRESSION TESTING	15/11/2018	Rekinding TEST	Accepted	Louis Dimech	Louis Dimech	6
<input checked="" type="button" value="Mark as Read"/> <input type="button" value="View"/>	BNE_NTH12260	Client Note	1 REGRESSION TESTING	MINDCARE	07/11/2018	Alison TESTReferral	Accepted		Louis Dimech	14
<input checked="" type="button" value="Mark as Read"/> <input type="button" value="View"/>	BNE_NTH12259	Referral Accepted	1 REGRESSION TESTING	MINDCARE	06/11/2018	TEST 5	Accepted		Louis Dimech	15
<input checked="" type="button" value="Mark as Read"/> <input type="button" value="View"/>	BNE_NTH12257	Referral Accepted	1LouisReFORG	REGRESSION TESTING	06/11/2018	TEST 3	Closed/Ceased	Louis Dimech	Louis Dimech	15

1 - 7 of 7 Items

Users will now need to MERGE the Review Referral with the EXISTING Referral record. To do this, from the PHN Referral Tasks page > hit VIEW > user will be navigated to the Referral Actions page. Users can either select New Referral – make this a New Referral or, Merge Referral.

Received Referral No: BNE_NTH12273 Status: Not Viewed, REZE0975-2, 'Red, Zed', 23/09/1975, (Brisbane North PHN)

Other Details

Actions History Notes Documents

What do you want to do?

I want to DECLINE the referral	<input type="button" value="Decline"/>
I want to add a new note to this referral	<input type="button" value="Add Admin Note"/>
I want to View/add a Call Attempt record to this referral	<input type="button" value="Add/View Call Attempts"/>
I want to Upload a Document	<input type="button" value="Upload Document"/>
I want to make this a new referral	<input type="button" value="New Referral"/>
I want to merge with an existing referral	<input type="button" value="Merge Referral"/>

Merge Referral

When user selects the Merge Referral Button, the Select a Client to Merge window pop up will appear. User will need to enter the client name to which they wish to MERGE the existing referral to, select as they appear and confirm.

Select a Client to Merge

zed|

- Zed, 23/09/1975, BNE_NTH12272, Accepted
- Zed, 23/09/1975, BNE_NTH12273, Not Viewed

Confirm Action

Are you sure you want to merge Review Referral with existing open Referral?

The Review Referral will be merged with the existing referral/client record. Users can find both the original referral and Reviewed Referral in the MERGED referrals Documents tab

Received Referral No: BNE_NTH12272 Status: Accepted, REZE0975-1, 'Red, Zed', 23/09/1975, (Brisbane North PHN) EXIT

Other Details

Actions Service Contacts Case File History Notes Documents

[View PHN Referral Form](#) [Review Referral 21/11/2018](#)

Assessments

Date Commenced	Assessment Type	Agency	Program	Sub Program	Cessation Date	Case Worker	Action
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Attachments [Upload Document](#)

Date Attached	Document Name	Description	Attached By	Agency	Action	Action
---------------	---------------	-------------	-------------	--------	--------	--------

4.8 Merge Clients (ID's only)

Merge clients is available to PHN/Company users only. It can be found under Admin > Merge Clients

Administration

- Company Details
- Payments - Fee Schedules
- Payments - Processing
- Payments - Received
- Users
- PHN Setup Module
- Merge Clients
- Search rediCASE Key

redCASE HEALTH & COMMUNITY SERVICES

Administration Referral Profile & Help

Merge/Link Clients

Please search for a parent client using the fields below (Enter either UR code or Surname along with other values to perform the search) - you will be given a choice to select the parent client after the search.

UR Code:

First Name:

Surname:

Date of Birth:

Gender:

Using Merge Clients

Merge Clients tool should be used when a possible duplicate client has been found in the system. Users can find possible duplicate clients via notification which can be found under [PHN Referral Tasks](#).

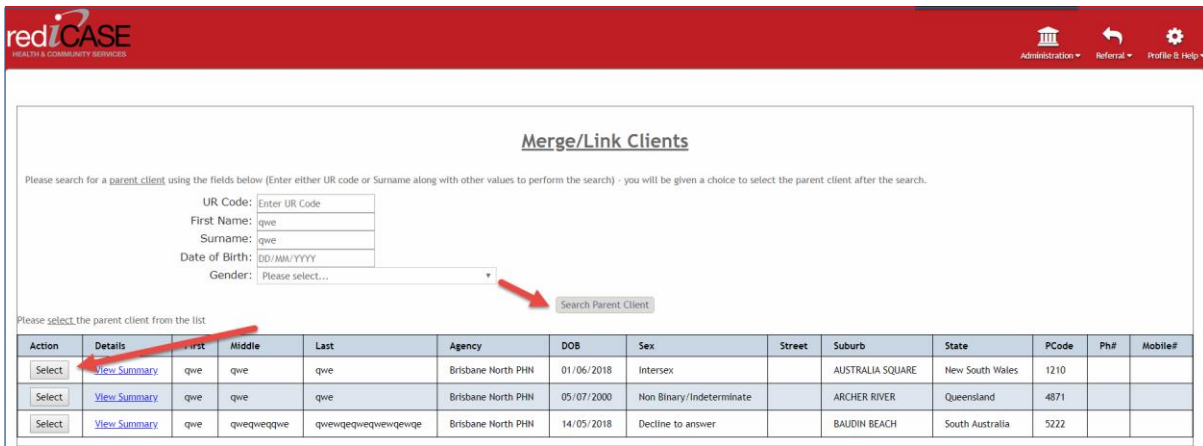
NOTE: This method of merging clients only merges the Client ID's for use when extracting reports. The 2 client referrals will remain separate.

Merging primary and secondary Clients

Users may choose to review those referrals and link them so they understand how a client is accessing the choices of program, an eligibility screen (i.e. sorry you have already been seen by another Service this year) or to look at client outcomes over time through reports.

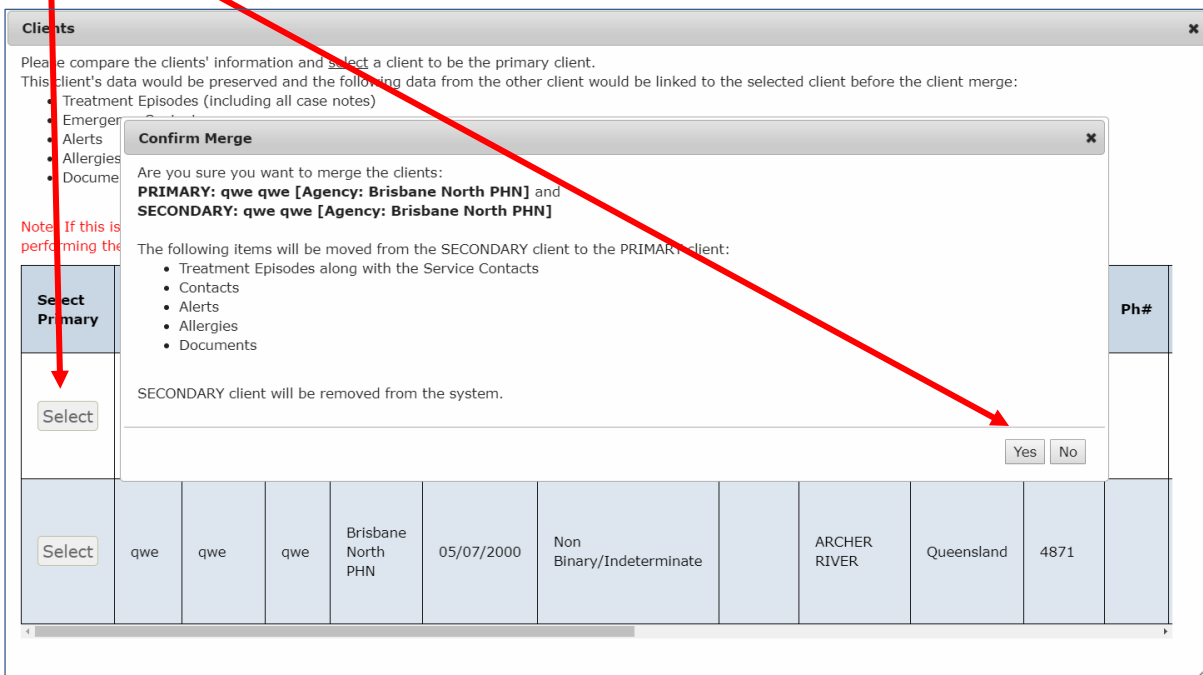
To merge clients, users can search clients based on the combination of First Name, Surname, UR Code, Date of birth and Gender. At least the UR Code or Surname needs to be entered for performing the search.

Users will need to search a Parent (Primary) client first, and hit select.



Once selected users will need to then search the client (secondary) that they wish to merge with the Parent client, hit select.

A confirmation pop up will appear displaying both client details, confirm the Primary client by hitting select and confirm.



4.9 Search Key

The Search Key function allows users to search ClientID, EpisodeID and ServiceContactID supplied in the PMHC MDS extract report to easily locate referrals that need errors amended.

The Search Key tool can be found under Admin > Search rediCASE Key

input the appropriate ID into the field and hit search. Click on the details link to navigate to the Referral details page.

The screenshot shows the rediCASE interface. On the left is a navigation menu with 'Search rediCASE Key' highlighted. The main area displays a search form with 'Client Key' set to 'BNE_NTH:48772'. Below the search form is a table of results:

Version	1.0											
organisati	client_key	slk	date_of_b	est_date	client_ge	client_at	country_o	main_lang	prof_engl	client_tags		
PHN301:4	BNE_NTH:48772	IWE2WE05	05072000	9	3	3	2102	6302	4			
PHN301:4	BNE_NTH:49020	EDOES200	20021980	1	3	2	5204	7101	1			
PHN301:4	BNE_NTH:49029	ILSAN261	26121978	1	2	1	1101	8998	3			
PHN301:4	BNE_NTH:49033	UIUIY0103	01032000	9	2	1	2102	4202	1			
PHN301:4	BNE_NTH:9038	HGKKG05	05031960	9	2	1	2408	8998	2			
PHN301:4	RNF_NTH:49043	IM7IS2006	20061987	1	2	1	1101	1201	1			

A red arrow points from the 'Search rediCASE Key' menu item to the search input field, and another red arrow points from the 'Details' link in the table to the search input field.

4.10 Make Referral Inactive

The make referral inactive is an action located within the referral details page. This action will delete all data associated with the referral including the referral record itself. Users must confirm they are sure they want make this referral inactive – These cannot be recovered.


This action is for PHN/Company use only.

The screenshot shows the rediCASE interface for a referral. The 'Actions' tab is selected, and the 'Make Referral Inactive' button is highlighted with a red box. A confirmation dialog is open, asking 'Are you sure you want to make this referral inactive? This cannot be undone.' The 'Yes' button is highlighted with a red arrow.


NOTE: Inactive referrals will NOT display in any reports

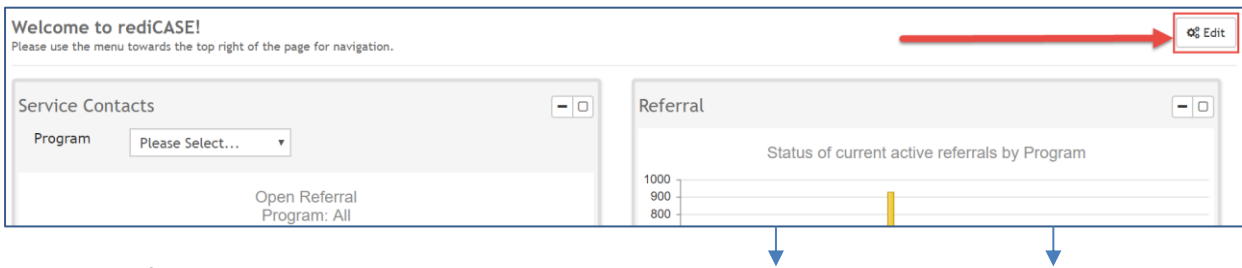
4.11 Widgets and Reporting

4.11.1 Widgets

rediWidgets will be available from the rediCASE home screen. Click the rediCASE  icon to head to the home page. There are 5 available widgets, these are;

1. Open Referrals
2. Not Commenced
3. Referral
4. Referrals Sent
5. Service Contacts

Users can choose to Hide or Show each widget as well as selecting different layouts to suit preference. To do this, click on the Edit icon located on the top left corner  .

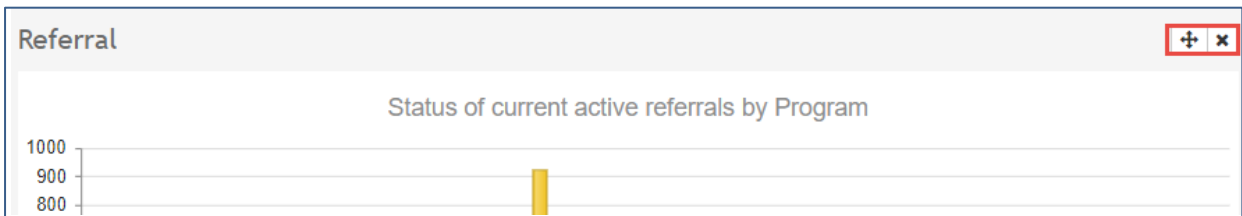
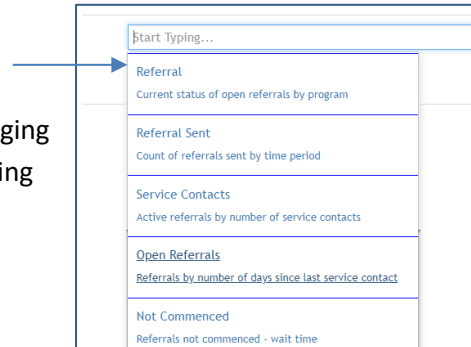


Select a preferred layout.



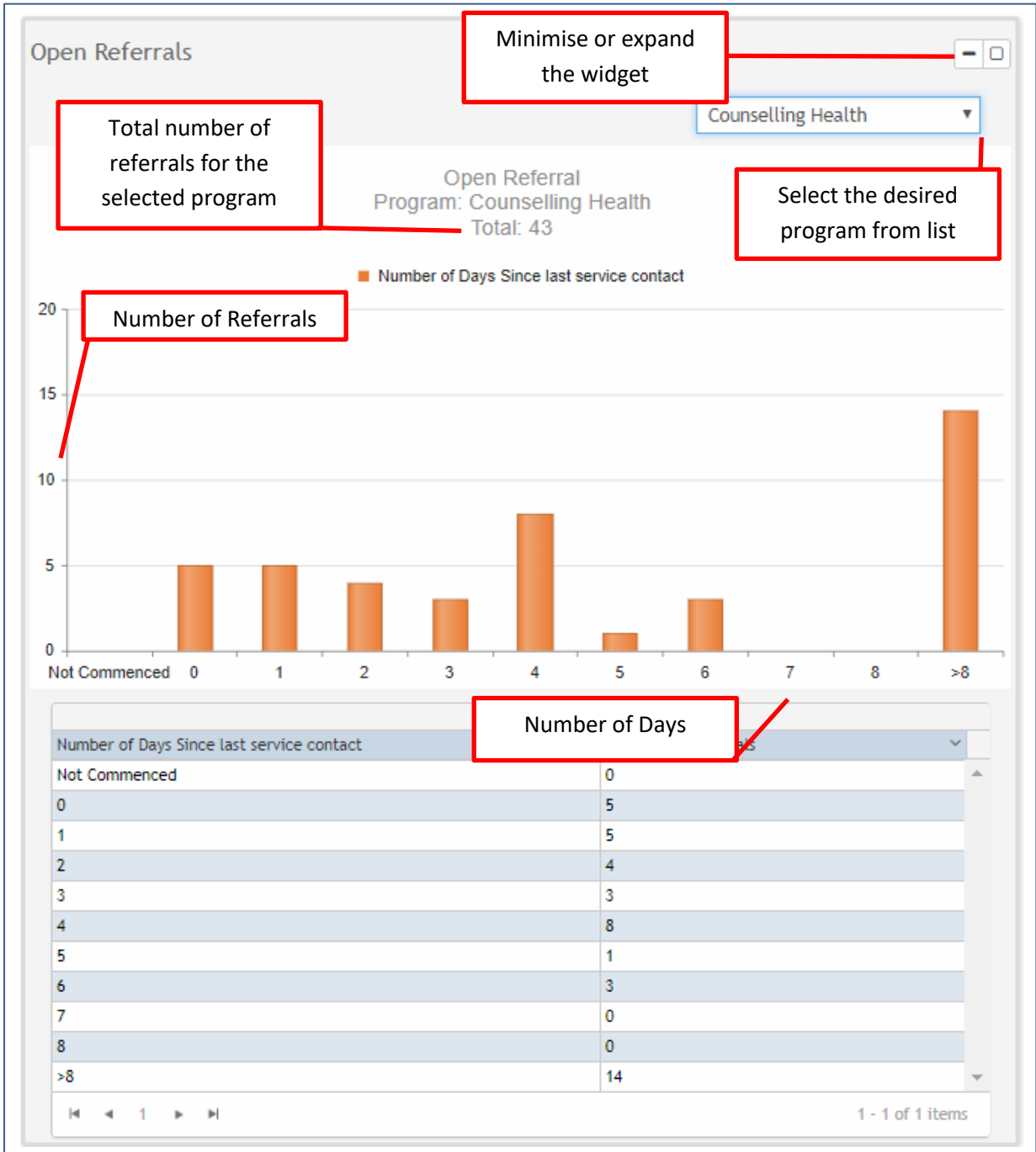
Show which widget to have displayed by clicking on the search widget bar – available widgets will be available here.

Users can move a widget (according on layout selection) by dragging and dropping to the area of choice, and also remove any displaying Widgets by clicking on the x icon for that widget.



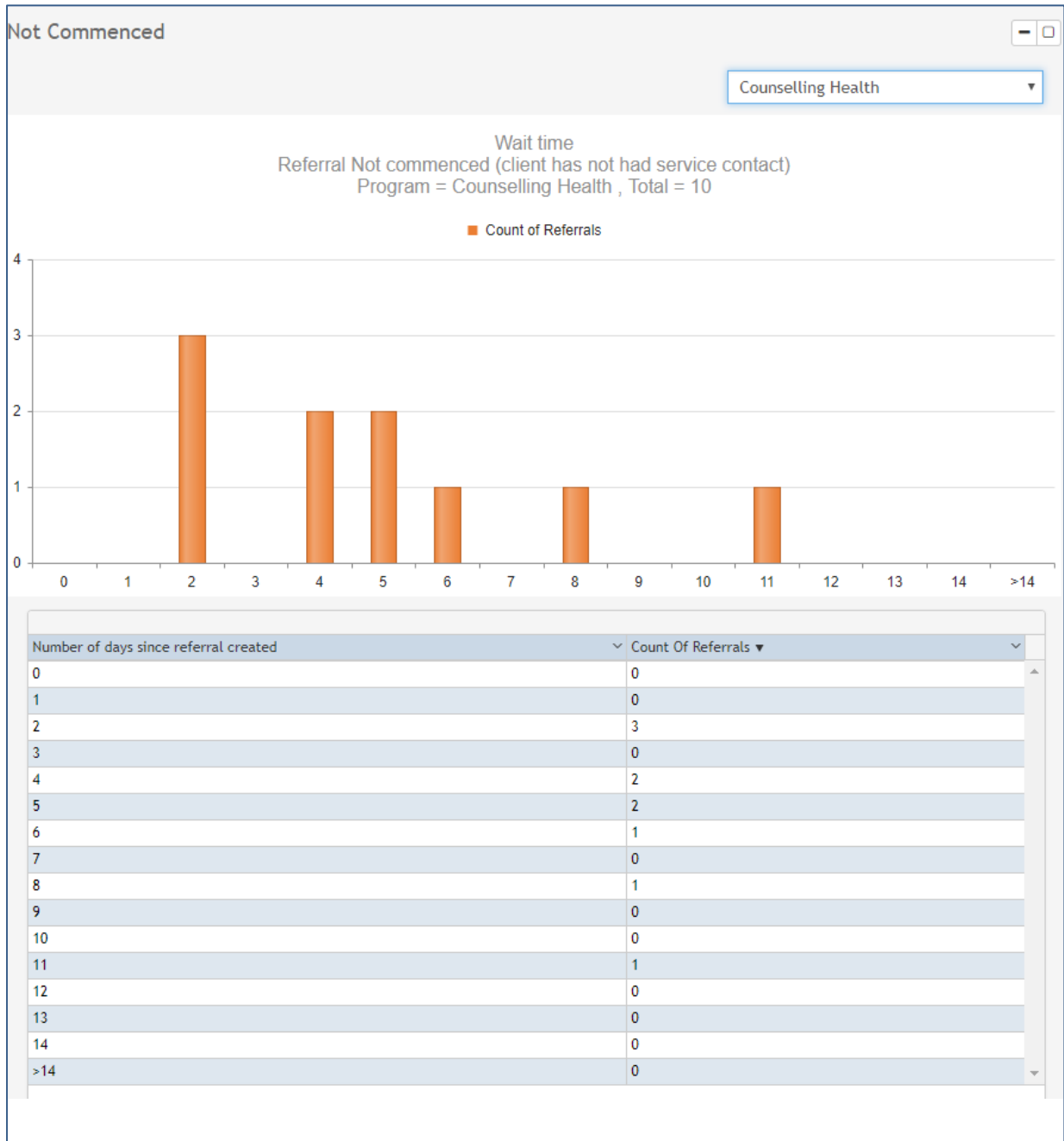
Open Referrals Widget

This widget will display referrals in real time the current count of days since last Service Contact (session) was entered. This will be filtered by the selected Referral Program only.



Not Commenced Widget

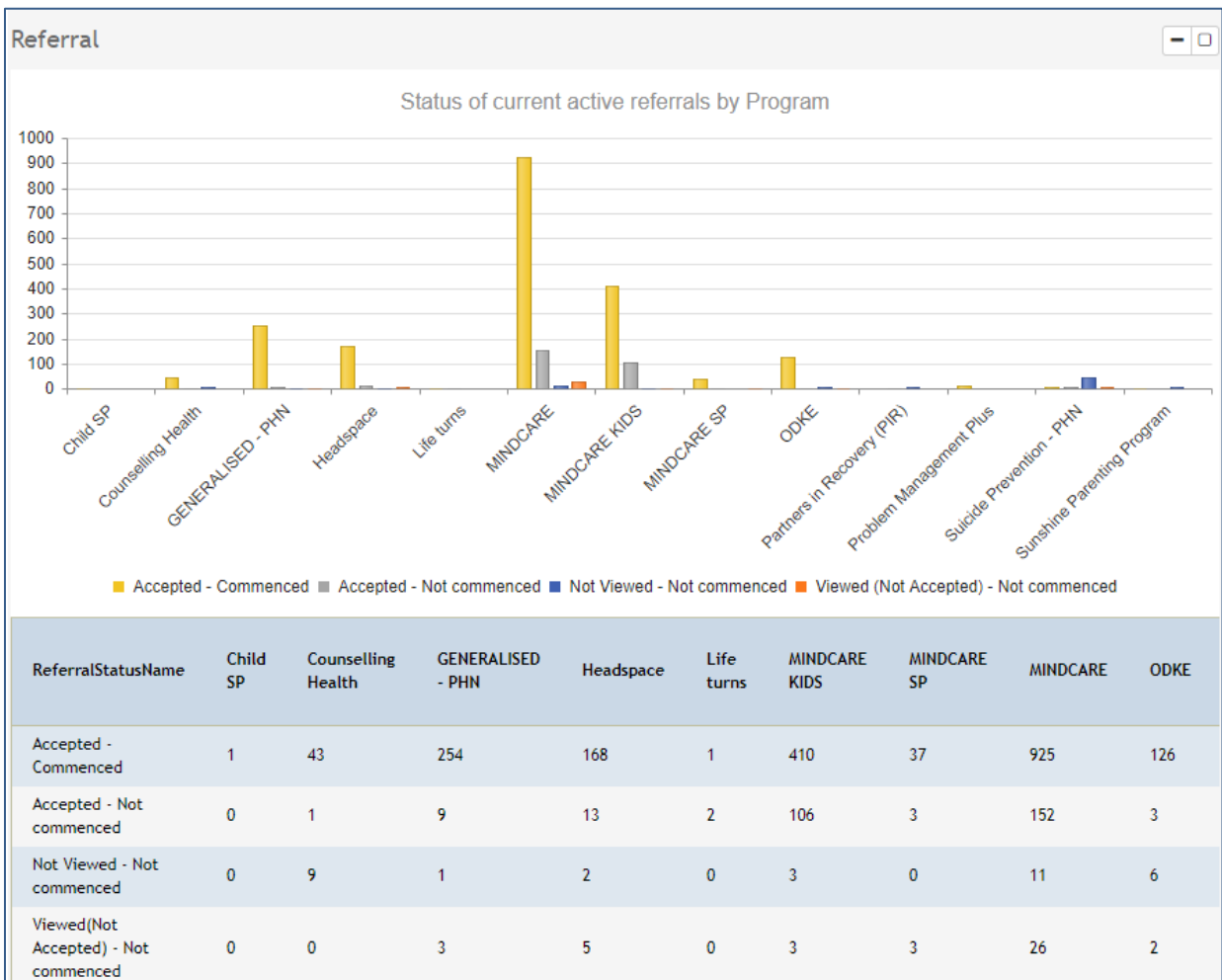
This widget will display non-commenced (no sessions recorded) referrals in real time and the current count of days since date of referral. This will be filtered by the selected Referral Program only



Referral Widget

This widget will display referrals in real time the current Status of Commencement by Program. Does not display referrals Closed/Ceased/On-Referred/Declined Status' displayed in this report are as follows;

- Accepted – Commenced
- Accepted – Not Commenced
- Not Viewed – Not Commenced
- Viewed (not Accepted) – Not Commenced



Referral Sent Widget

This widget provides a cumulative count of referrals sent (based on Date of referral), count excludes referrals marked as Inactive. All other Referral status' (included Closed, on referred, declined) are included in count.

Data is calculated from start date as determined by display selection (1 Jan if Calendar year, 1 Jul if FY) To today (data is live as of now).

Referral Sent
[-] [x]

Period(Calendar Year)	YTD	QTD	MTD
2016	1662	5	4
2017	4800	1265	438
2018	822	21	13

1 - 1 of 1 items

For Financial Year

Referrals Sent By Program

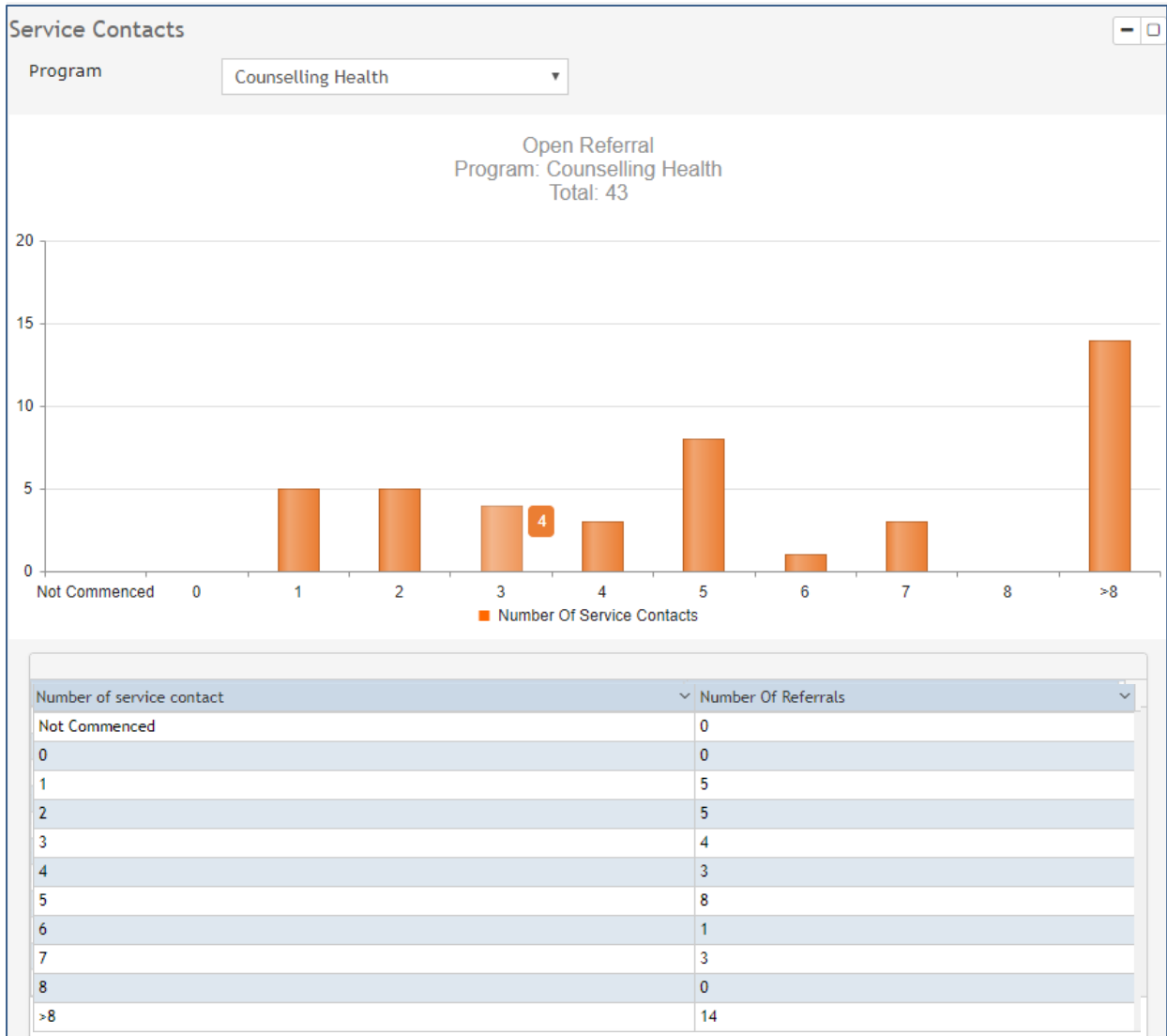
Legend: YTD (Orange), QTD (Grey), MTD (Yellow)

Program	YTD	QTD	MTD
Counselling Health	55	10	10
GENERALISED - PHN	68	0	0
Headspace	116	0	0
Life turns	3	3	0
MINDCARE	378	7	3
MINDCARE KIDS	116	1	0
MINDCARE SP	20	0	0
ODKE	58	0	0
Problem Management Plus	8	0	0

1 - 1 of 1 items

Service Contacts Widget

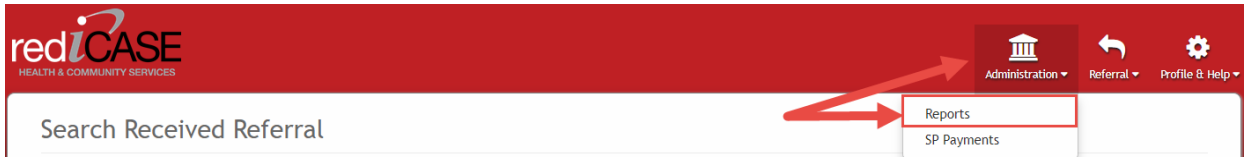
This widget will display referrals in real time the current count of referrals by number of Service contacts by program.



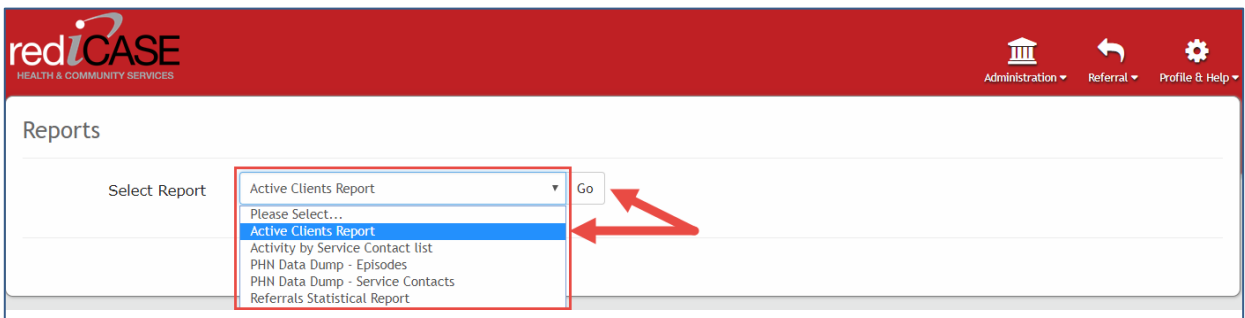
4.11.2 Reports

Accessing Reports

To access reports, navigate to the Administration Module > select Reports.



This will take users to the Reports page. Select a report from the list and click GO. Each report will have different filters and options to select from.



Available reports

Active Clients Report

The Active Clients report displays all of the clients within your Company / Subcompany who currently have active (open) records in rediCASE.

First Name	Surname	Date of Birth	Program	Days Since Last Service Contact	Area	Agency
Aaron	Lane	05/09/1986	Psychological Services	363	North Brisbane	Redbourne
Jane	Phone	01/01/1983	Psychological Services	356	North Brisbane	Redbourne
Homer	Simpson	11/06/1985	Psychological Services		North Brisbane	Redbourne

The exported client data will be displayed in Excel in the following format;

	A	B	C	D	E	F	G
1	FirstName	Surname	DateOfBirth	ProgramName	NumberOfDaysSinceLastServiceContact	CatchmentAreaName	CompanyName
2	Aaron	Lane	05/09/1986	Psychological Services	363	North Brisbane	Redbourne
3	Jane	Phone	01/01/1983	Psychological Services	356	North Brisbane	Redbourne
4	Homer	Simpson	11/06/1985	Psychological Services		North Brisbane	Redbourne

Activity by Service Contact list

The Activity by Service Contacts List displays information on all Service contacts (sessions) made for the specified report date range.

Provider Organisation	Program	Lead Practitioner	Provider	First name	Surname	Service Contact Date	Duration	Referral Number	Referral Status	Service Contact Modality	Service Contact Participants	Service Contact Postcode	Service Contact Type	Service Contact Venue
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	test	test	09/06/2017		1260	Accepted	Telephone	Individual client		Assessment	Service provider's office
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	test	test	09/06/2017		1260	Accepted	Face to Face	Family / Client Support Network		Structured psychological intervention	Other primary care setting
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	test	test	09/06/2017		1260	Accepted	Face to Face	Family / Client Support Network		Structured psychological intervention	Other primary care setting
Toowong Private Hospital	Mental Health Nursing in Brisbane North (MHNIB)		Margaret Wells	Clayton	Arbuckle	13/06/2017		1255	Accepted	Face to Face	Client group		Other psychological intervention	Headspace Centre
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	Jane	Phone	15/06/2017		1251	Accepted	Face to Face	Individual client		Other psychological intervention	Headspace Centre

PHN Data Dump – Episodes

The PHN Data Dump – Episodes report, provides a data dump of all Clients demographical and referral (episode) data that has been recorded in rediCASE. The report shows 1 row per referral episode.

Users can select how they want their data to be displayed in the excel spreadsheet by Text Values, Code Values or Text and Code Values.

Note: Code Values are the values (numerical figure) that each PMHC MDS item is given.

E.g. Country of birth = Australia (text value) / 1101 (code value)

Reports

Select Report

PHN Data Dump - Episodes ▼ Go

Referral Date From
Referral Date To

Report Template

Text values only ▼

Referral_date	Referral_Number	Referrer_Name	Referrer_Telephone	Referrer_Fax	Referrer_Pr	Referrer_Email	Referrer_F	Referrer_Prac	Referral_Status	Client_ID	Client_firstname
2/05/2018	RG1672	maria psaltis	123456789		666666					RG:52016	joe
2/05/2018	RG1674	ok	451301355			o.khalaf@cesphn.com.au				RG:52017	ok
2/05/2018	RG1676	dr nick r			41842					RG:52019	Karenreview
2/05/2018	RG1708	referral			referral					RG:52054	referralreferral
10/05/2018	RG1680	Jan Houser	733626263		35246	jhouser@mccurdyhouse.com			Episode Open	RG:52025	Amanda
10/05/2018	RG1681	Emelio Duncan	784563265		97613	eduncan@pluqld.com.au				RG:52026	Madison
10/05/2018	RG1682	Clary Shield	736985214		3905720	clary@shield.com			Episode Open	RG:52027	Edward
10/05/2018	RG1683	Jennifer Lawrence	734619764		979877	prac1@lawrence.com				RG:52028	Meredith
10/05/2018	RG1684	Adalind Mercury	739563956		4456453	adalind@mercury.org				RG:52029	Jocelyn
10/05/2018	RG1685	Eden Stefanovic	733267293		79635	eden@stefanovic.com			Episode Open	RG:52030	Michael
10/05/2018	RG1686	Lionel Harding	738159426		44878453	lharding@prestigenmd.org			Episode Open	RG:52031	Wendell
10/05/2018	RG1687	Melania Goodwin	734567893		674512	mel@goodwinsupport.org			Episode Open	RG:52032	Gagandeep
10/05/2018	RG1688	Alfred Wimbleton	49526318		13346	alfredw@mindfulwellness.org			Episode Open	RG:52033	Amber
10/05/2018	RG1689	Oscar Green	732695841		66456	oscar@greenpsych.com.au			Episode Open	RG:52034	Hamish
10/05/2018	RG1690	Dave Ramsay	739142873		34557486	dave@ramsayandjones.org			Episode Open	RG:52035	Tori
10/05/2018	RG1691	Elise Manson	739546283		7895	emanson@freshview.com			Episode Open	RG:52036	Moby
10/05/2018	RG1719	jack dempsy	66655841			dev@redbourne.com.au			Episode Open	RG:52067	Rodney
16/05/2018	RG1698	Derek Sivers	736595863		4864	derek@siversorg.com.au				RG:52044	Ryan
16/05/2018	RG1699	Joshua Fields Millburn	735594646		489633	josh@millburn.com				RG:52045	Jessica
16/05/2018	RG1700	Emerald Smith	73239468		7986	emerald@helpmehelpu.com				RG:52046	Jason
16/05/2018	RG1701	Penelope Romero	733149898		1313	promero@shinebrightau.com				RG:52047	Janelle
16/05/2018	RG1702	Don Bell	733393335		4631954	don@feelgoodau.com			Episode Open	RG:52048	Miranda
16/05/2018	RG1703	Jodie Winter	733065656		4864151	jodie@hereandnow.com				RG:52049	Hamish

PHN Data Dump – Service Contacts

The PHN Data Dump –Service Contacts report, provides a data dump of all Service Contacts recorded in rediCASE. The report shows 1 row per referral episode.

Similar to the PHN Data Dump – Episodes report, users can select how they want their data to be displayed in the excel spreadsheet by Text Values, Code Values or Text and Code Values.

An additional filter has also been provided, Program name.

This report requires users to enter a Referral Date from and to.

Reports

Select Report PHN Data Dump - Service Contacts Go

Referral Date From Referral Date To

Program Alcohol Dependenc
Another new progr
ATAPS Cairns NQ
B-MIND Group - Tod Deselect All

Report Template Please Select...

[Download Report](#)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P		
	Referral_date	Referral	Referral_End Date	Referral	Referral	Client_fir	Client_sur	Client_DOB	SLK	Referral_f	Referral_Recipient	Organisation	Location	Referral_f	Referral_s	Referral_(EpisodeID	ServiceCo	
1	1/02/2018	RG1651				Kurt	Cobain	22/02/1985	OBIUR220219851		28	Grafton		1108	3	#####	RG:41167	RG:83586
2	10/05/2018	RG1691				Moby	Lethibridg	9/09/1989	ETIOB090919891		401	Port Macquire		1108	3	#####	RG:41189	RG:83589
3	10/05/2018	RG1686				Wendell	Jones	5/08/1962	ONSEN050819621		401	Port Macquire		1108	3	#####	RG:41190	RG:83590
4	10/05/2018	RG1686				Wendell	Jones	5/08/1962	ONSEN050819621		401	Port Macquire		1108	3	#####	RG:41190	RG:83591
5	10/05/2018	RG1690				Tori	Maloney	31/12/2001	ALNOR311220012		401	Port Macquire		1108	3	#####	RG:41193	RG:83594
6	10/05/2018	RG1689				Hamish	Ashmore	15/03/1986	SHOAM150319861		401	Port Macquire		1108	3	#####	RG:41195	RG:83596
7	1/07/2017	1368				Bravo	Tweed	22/12/1980	WEDEA221219801		401	Port Macquire		1109	3	#####	RG:41200	RG:83602
8	1/07/2017	1370				Delta	Tweed	4/04/1999	WEDEL040419999		401	Port Macquire		1109	3	#####	RG:41206	RG:83603
9	1/06/2017	1380				Test	ReferralD	22/12/1988	EFRES221219881		401	Port Macquire		1109	3	#####	RG:39036	RG:83604
10	10/05/2018	RG1688				Amber	Lennon	12/09/1994	ENOMB120919942		401	Port Macquire		1108	3	#####	RG:41202	RG:83605
11	10/05/2018	RG1688				Amber	Lennon	12/09/1994	ENOMB120919942		401	Port Macquire		1108	3	#####	RG:41202	RG:83605
12	10/05/2018	RG1689				Hamish	Ashmore	15/03/1986	SHOAM150319861		401	Port Macquire		1108	3	#####	RG:41195	RG:83607
13	10/05/2018	RG1689				Hamish	Ashmore	15/03/1986	SHOAM150319861		401	Port Macquire		1108	3	#####	RG:41195	RG:83608
14	10/05/2018	RG1689				Hamish	Ashmore	15/03/1986	SHOAM150319861		401	Port Macquire		1108	3	#####	RG:41195	RG:83609
15	10/05/2018	RG1691				Moby	Lethibridg	9/09/1989	ETIOB090919891		401	Port Macquire		1108	3	#####	RG:41189	RG:83612
16	10/05/2018	RG1688				Amber	Lennon	12/09/1994	ENOMB120919942		401	Port Macquire		1108	3	#####	RG:41202	RG:83615
17	10/05/2018	RG1680				Amanda	Heathrow	5/12/1985	EAHMA051219852		401	Port Macquire		1108	3	#####	RG:41216	RG:83617
18	1/01/2018	RG1607	25/05/2018			Rose	Lopez	26/06/1996	OPZOS260619962		401	Port Macquire		1109	6	#####	RG:41219	RG:83619
19	1/01/2018	RG1606				Steve	Miller	18/08/1980	ILETE180819801		401	Port Macquire		1109	3	#####	RG:41220	RG:83620
20	2/01/2018	RG1630				Tammy	Taylor	26/07/1981	AYOAM260719812		401	Port Macquire		1108	3	#####	RG:41224	RG:83623
21	16/05/2018	RG1702				Miranda	Clairv	18/06/1991	LABIR180619912		401	Port Macquire		1108	3	#####	RG:41222	RG:83624

Referrals Statistical Report

The Referrals Statistical Report displays a standard aggregated statistical report for your Company/Sub company. Users can select from different cohorts to report on – see below.

Reports

Select Report Referrals Statistical Report Go

Date From Date To

Referral cohort Total number Go

Referral Received Date From

Please Select...
Total number of referrals received for period
 Total number of referrals Accepted within the period
 Total number of referrals Declined within the period
 Total number of referrals that have Commenced for the period
 Total number of referrals that were Open at any time during the period
 Total number of service contacts
 Total number of ceased / closed referrals for the period

The report will be displayed as a downloadable PDF.

Referral Statistical Report

Agency: Redbourne

Report Period: 01/05/2018 to 30/06/2018

Program: All

Received Referrals Period: 01/05/2018 to 30/06/2018

Age	Count	% of Total
< 18	1	14.29
18 - 24	1	14.29
25 - 29	1	14.29
30 - 34	1	14.29
35 - 39	1	14.29
40 - 44	1	14.29
45 - 59	0	0.00
> 60	1	14.29

Gender	Count	% of Total
Male	4	57.14
Female	2	28.57
Not Stated/Unknown	1	14.29

Indigenous Status	Count	% of Total
Aboriginal but not Torres Strait islander origin	1	16.67
Torres Strait Islander but not Aboriginal Origin	1	16.67
Both Aboriginal and Torres Strait Islander origin	1	16.67
Neither Aboriginal nor Torres Strait Islander origin	1	16.67
Not Stated	2	33.33

PMHC MDS Extract

The PMHC MDS Extract compiles and outputs report that is compliant for bulk upload to the Strategic Data portal.

Reports

Select Report: ▼ Go

Date From:
The date to report activity from (inclusive).

Date To:
The date to report activity to (inclusive).

Mark Submitted:
Check this to mark the data exported as Submitted. Future submissions will exclude this data unless it has changed since.

Ignore Past Submissions:
Check this to ignore any data that has been marked as submitted in a past extract. I.e. Will include data from prior submissions.

When generating the report you can choose to mark the record as submitted or to ignore past submissions. By marking a report as submitted, those records will be ignored, unless they have been updated the next time you generate the PMHC MDS report.


4.12 rediCASE -> GP Software HL7 messaging

rediCASE is integrated with popular GP software products like Best Practice and Medical Director. GPs can create a referral from their GP system and send it securely via rediCASE to a network of PHN commissioned mental health service providers. From a GP referrer perspective, the referral form design prefills some of the referrer and client data. See example below where client and GP details are prepopulated in a referral form.

Create Manual Referral

✖ Cancel Referral
📄 Save as Draft
🖨 Print
Select Service Provider →

Mental Health Referral form



REFERRAL DATE
Referral Form Type

New
 Review

REFERRER DETAILS

Referrer Name <input style="width: 95%;" type="text" value="Dr Jonas Testsmith"/>	Provider Number 📄 <input style="width: 95%;" type="text" value="0412359J"/>	Referrer Profession <input style="width: 95%;" type="text" value="--Select--"/>
Practice Email <input style="width: 95%;" type="text" value="Smiths Medical Practice"/>		

CLIENT INFORMATION

First Name <input style="width: 95%;" type="text" value="Humphrey"/>	Middle Name <input style="width: 95%;" type="text"/>	Surname <input style="width: 95%;" type="text" value="Bear"/>
Date of Birth <input style="width: 95%;" type="text" value="01/01/1980"/>	Gender <input style="width: 95%;" type="text" value="--Select--"/>	
Address Line 1 <input style="width: 95%;" type="text" value="1 Smith Street"/>	Suburb <input style="width: 95%;" type="text" value="CHERMESIDE"/>	Postcode <input style="width: 95%;" type="text" value="4032"/>
Home Phone <input style="width: 95%;" type="text"/>	Mobile Phone <input style="width: 95%;" type="text" value="0411 123 456"/>	State <input style="width: 95%;" type="text" value="QLD"/>
Email <input style="width: 95%;" type="text"/>		

Additional data items required can be included and filled in by the referring GP at the creation of the referral.

The secure electronic referral form also enables the GP and patients to select a service provider from a list of providers who meet the applicable program criteria. To assist selection of a provider many attributes are displayed and can be sorted including:

- All eligible programs (based on the client's submitted attributes eg age, location, suicide risk)
- available practitioners within an organisation may be displayed if preferred,
- the client's distance from home to the practitioner's service.

The GP and patient can also view a profile on each provider organisation, enabling the selection of a provider most suited to the needs of the patient. Note: some PHNs operate different referral models and do not display the named practitioner selection feature, preferring to route the referral to a central intake process prior to reviewing and on-referring to a specific provider, this model is also supported within rediCASE.

Select Service Provider

Age: 39y 1m, Gender: Female, Country of Birth: Australia, Indigenous Status: Neither Aboriginal nor Torres Strait Islander origin

Practitioner	Organisation	Program	Sub Company	Location	Distance	Profile
<input type="checkbox"/> Referral organisation will assign practitioner	1Louis	Brisbane MIND	Redbourne	chermide 4032	0km	View
<input type="checkbox"/> Referral organisation will assign practitioner	Anita Trendle	Brisbane MIND	Redbourne	NUNDAH 4012	3.88km	View
<input type="checkbox"/> Referral organisation will assign practitioner	Today's Psychology	Brisbane MIND	Redbourne	Brendale 4500	8.17km	View
<input type="checkbox"/> Referral organisation will assign practitioner	Counselling and Wellbeing Centre Qld	Brisbane MIND	Redbourne	Woolloongabba 4102	10.32km	View
<input type="checkbox"/> Referral organisation will assign practitioner	Toowong Private Hospital	Brisbane MIND	Redbourne	Toowong 4066	10.82km	View
<input type="checkbox"/> CampHill Practitioner1	Camp Hill Healthcare	HealthyMinds NSWNC	Redbourne	Camp Hill 4152	11.89km	View
<input type="checkbox"/> CampHill Practitioner2	Camp Hill Healthcare	HealthyMinds NSWNC	Redbourne	Camp Hill 4152	11.89km	View
<input type="checkbox"/> CampHill Practitioner3	Camp Hill Healthcare	HealthyMinds NSWNC	Redbourne	Camp Hill 4152	11.89km	View
<input type="checkbox"/> CampHill Practitioner4	Camp Hill Healthcare	HealthyMinds NSWNC	Redbourne	Camp Hill 4152	11.89km	View
<input type="checkbox"/> Nurse Practitioner3	Camp Hill Healthcare	HealthyMinds NSWNC	Redbourne	Camp Hill 4152	11.89km	View
<input type="checkbox"/> Referral organisation will assign practitioner	Anita Trendle	Brisbane MIND	Redbourne	Petrie 4502	12.82km	View
<input type="checkbox"/> Referral organisation will assign practitioner	Anita Trendle	Brisbane MIND	Redbourne	Caboolture 4510	31.02km	View
<input type="checkbox"/> Referral organisation will assign practitioner	Barry Sheehan Psychology and Consultancy Service	Brisbane MIND	Redbourne	Jandowae 4410	221.3km	View
<input type="checkbox"/> Bronwyn Gibson	Grafton Super Clinic	HealthyMinds NSWNC	Redbourne	GRAFTON 2460	228.62km	View

HL7 notifications including acceptance of a referral, provider progress notes may also be submitted from the rediCASE user directly back to the integrated GP practice's software. There are no secure messaging transaction costs under this model.

Auto routing / Program Allocation

The rediCASE referral form can be configured by the PHN (or subcompany if permitted) to capture customized and branded information that can be used to determine whether the patient is eligible for PHN funded mental health or alcohol and other drug treatment services. rediCASE allows the PHN to segment and route referrals to specific programs (eg Child specific support, Suicide Prevention program) for the purposes of reporting, KPIs and budget control.

rediCASE can also be configured to support other health service programs, such as physiotherapy, chronic disease etc.

Please contact rediCASE support on 1800 783 336 or rediCASE@redbourne.com.au to arrange installation of the GP integrator for your practice.