

Using MEDrefer Manager & Urgent Care Handover eForm

Sole GP
(Best Practice User)

October 2019 v2

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If you have any trouble following or understanding the following instructions, please contact our Support Team on **1800 556 022 (between 9:00am – 5:00pm AEST (GMT Standard +10hours))**. If you require assistance outside these hours you can either leave a message or email support@medrefer.com.au.

How to Use This Guide

This guide is intended for Practice Managers, admin staff and GPs participating in the WA Urgent Care GP pilot program. Depending on the structure of your practice, various roles may perform the tasks described within. This version of the guide focuses on practices using Best Practice, with a single Urgent Care GP and the support of an Admin team; if this does not describe your practice, please contact urgentcare@wapha.org.au who can supply you with another version more suited to your practice.

For GP to complete on their desktop

Sign Up via Best Practice Software

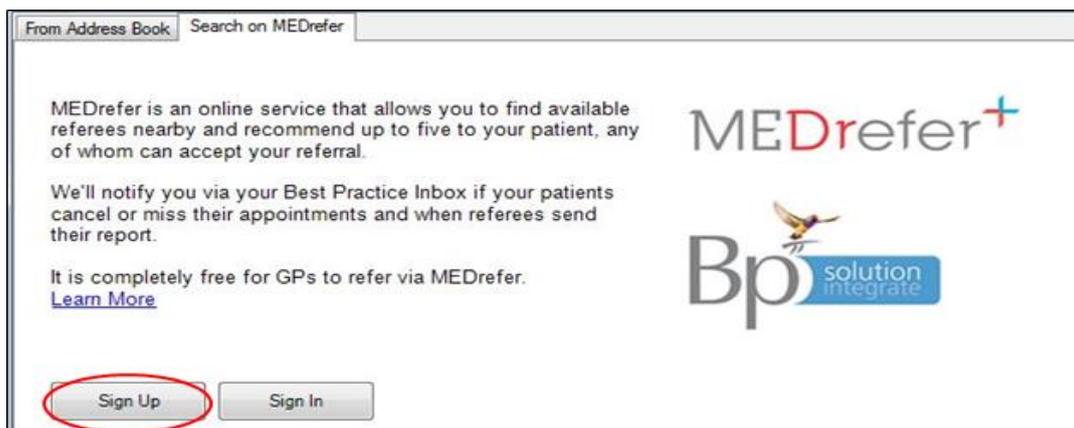
1. Sign into Best Practice.
2. Click on the Word Processor icon at the top of the screen as if to open a new document.



3. Click on the MEDrefer Logo found towards to end of the ribbon at the top of the screen.



4. Click Sign-Up in the new pop-up.



5. As you are already signed-in to Best Practice, your email address will already appear in the email box. Enter a password of your choice (minimum 6-characters), then click Sign Up.

N.B. – Remember the password you created. You will need it later to link to your profile in the MEDrefer Manager app once that has been downloaded.

You are registered with MEDrefer now and are able to create referrals and eforms.

MEDrefer Manager Installation

N.B. – If your practice runs on a **Remote Access Connection**, please see document [Running MEDrefer Manager over Remote Access Connection](#) before downloading MEDrefer Manager.

1. If not already logged into a GPs MEDrefer Profile, go to the MEDrefer website (www.medrefer.com.au) and login to it.
2. From the dashboard screen, click on the Home icon at the top of the screen.



3. Click on the green 'Download MEDrefer Manager for Windows' link to take you to the MEDrefer Manager page.

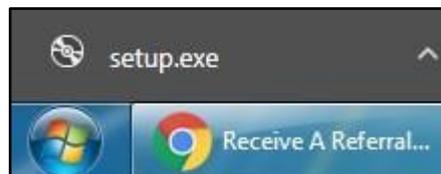


4. Click on the green 'Download MEDrefer Manager' link.



This may take a few minutes to complete.

5. Once the download is complete click the executable at the bottom left hand corner of the screen to launch the program.



- When the Open File pop-up appears, click on Run.

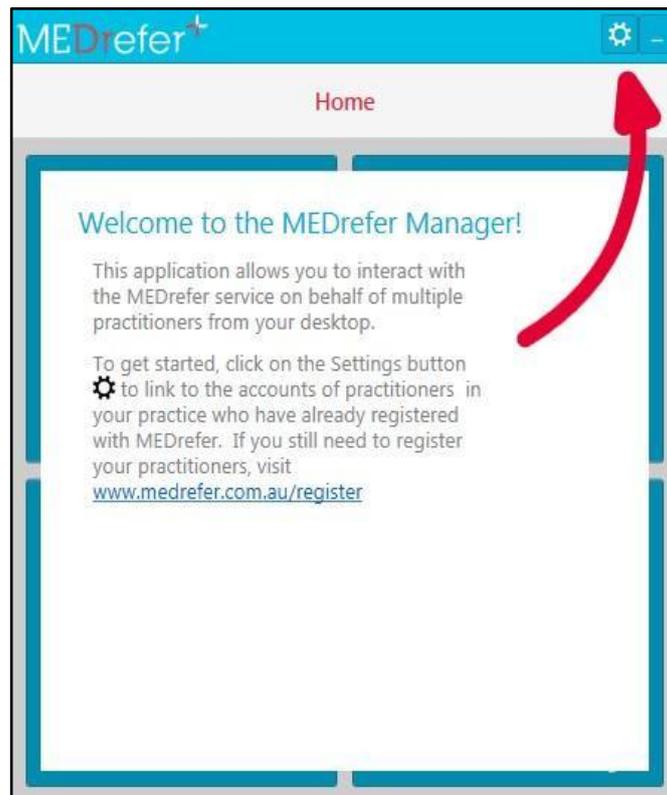


- When the Application Install pop-up appears, click on Install.



This may take a few minutes to complete.

8. MEDrefer Manager will appear in the bottom right-hand corner of the screen, with instructions and a red arrow to show where to click next – on the Settings icon.



9. In the Users tab, add the unique email address and password of a practitioner who has already been registered, then click Link User.

MEDrefer+ Home Change your Settings

Users General Message Provider

Email Address keith+gp1@medrefer.com.au Password

Link User +

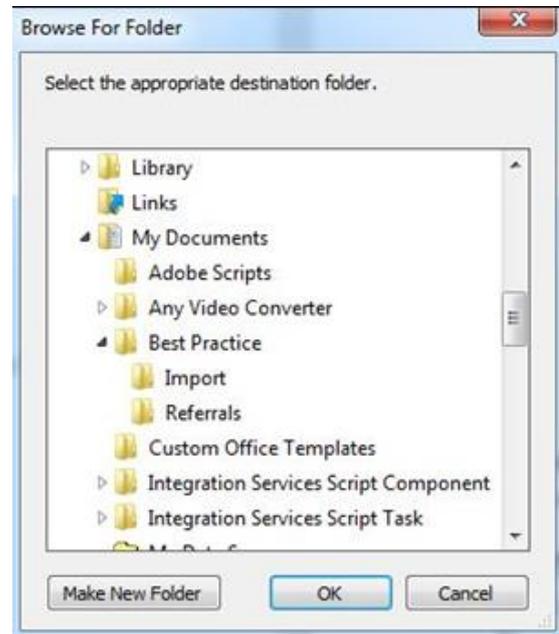
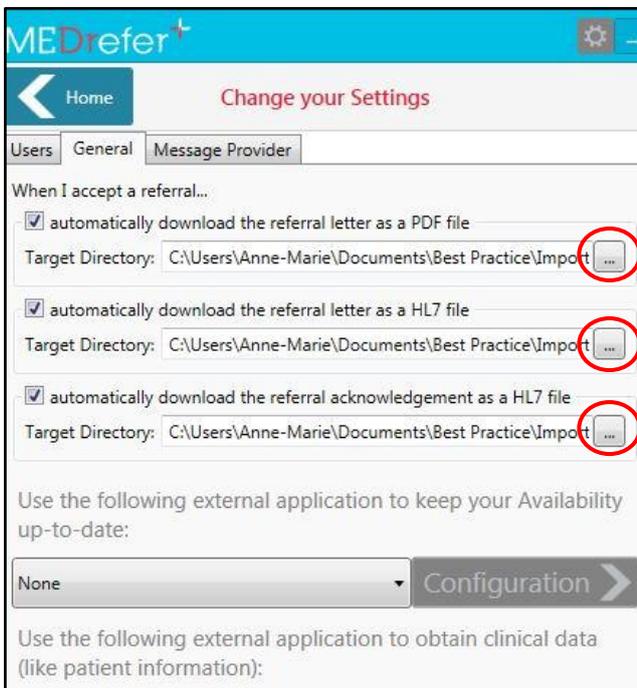
MEDrefer+ Home Change your Settings

Users General Message Provider

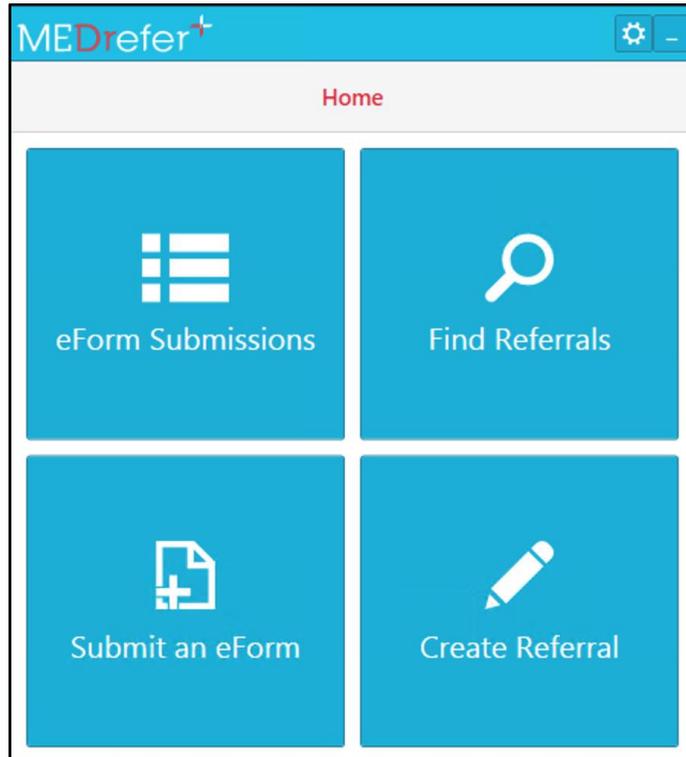
Only a single user can be added. If you need a different user, click the cross next to the current user below to remove it. If you need more than one user, please contact support (Phone 1800 556 022, Email support@medrefer.com.au).

Dr K Gp1 X

10. In the General tab, determine whether you want the eForms/referrals to be downloaded as a PDF file or a HL7 file (or both if desirable) and tick the appropriate box. Click on the ellipses (3 dots) button, to select where to download the referrals to, then click Ok.



Your setup has now been completed. Click on **Home** to go to the main screen.



MEDrefer Manager will reside within the taskbar (hidden or visible) and can be maximised and/or minimised as required.



Urgent Care GP Handover eForm

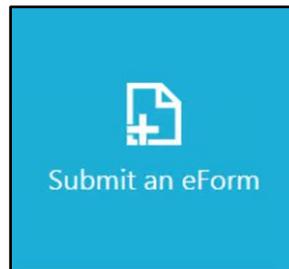
Submit an Urgent Care GP Handover eForm

1. Have patient file open in your EMR/PMS. The form will auto-populate from the active patient record for Best Practice, Medical Director, with Zedmed and Genie.
2. Open MEDrefer Manager app from your system tray in the bottom right of Windows Desktop.



N.B. - If you have not yet installed the application, refer to [How to install MEDrefer Manager](#) for instructions on how to do this.

3. Click on the Submit an eForm button.



- The Urgent Care Handover eForm will appear. Patient data will automatically complete sections of the form.

Urgent Care GP Handover Form

Urgent Care GP Handover Form

Clinical Data Source (eMR)

✔ Best Practice Connected

Patient

Name: * Ms

Phone: Mobile: Email:

Address: *

Patient DOB: * Age: Gender: *

Indigenous Status: *

Employment Status: * Disability Support Pension: *

N.B. - The first time you access the form, you may be presented with a prompt to authorise access to your clinical data. Click on Accept to authorise (Once authorised, you won't be prompted again).

Urgent Care GP Handover Form

Please ensure your eMR is open with applicable patient.

Skip eMR authorisation

Authorisation

General Practitioner BP

The launched application wishes to access the information listed below in your clinical system.

Accept

Decline

N.B - If no patient record is open, a prompt to open a record will be shown. After opening the relevant patient record in your EMR click refresh in the eForm window to load their data to the form.

Urgent Care GP Handover Form

Urgent Care GP Handover Form

Clinical Data Source (eMR)

✔ Best Practice Connected

⚠ No patient record open. [retry](#)

Patient

5. Check the form has been fully completed, adding/selecting data as required. Make sure all sections marked with a red asterisk (*) have been completed as the eForm will not send until they are.

N.B. - Appointment *end* date/time will only autofill if 'Finalise Visit' has been clicked already. If completing form during patient visit, this entry must be made manually.

6. Enter the usual GP's details, ensuring that the fax number is correct.

Regular General Practitioner

Name: * Title First Name Last Name Practice Name: * Practice Name

Email: Address:

Phone:

Fax: *

Urgent Care Practitioner

Name: Dr Ann Smiley Provider No.: 231654P

Address: Suite 4, 15 Erin Street Phone:
Mt Tyson 4380 Fax: 07 9654 2966

Submit eForm

7. Click Submit Form.

N.B. - If there are any compulsory sections (those marked with a red asterisk (*)) that have not been completed your screen will move to the topmost section to be completed.

- A pop-up will list receiving GPs name, clinic name and fax number. Double-check that these details are correct and click Submit eForm.

Confirm Recipient Details ✕

⚠ You are about to submit your patient's clinical information to the practitioner whose information you have entered into this form. Please make sure that their details, especially the contact details are correct before proceeding.

Recipient Details

-  Dr Charlotte Mackenzie
-  Midland Medical & Family Practice
-  08 9657 1258
-  *not entered*

[Submit eForm](#)

- A final copy of the form will appear. Click on the Download PDF button to download or print.

eForm Submitted

Urgent Care GP Handover Form

[Download PDF](#)



Urgent Care GP Handover Form

Patient			
Name: Ms	Zeroch	Abbagale	
Phone:	Mobile:	Email:	
Address: 45 Tone Cr Somewhere			4350
Patient DOB: 02/02/1995	Age: 24	Gender: Female	
Indigenous Status: Neither Aboriginal nor Torres Strait Islander origin			
Employment Status: Full Time	Disability Support Pension: No		

View Your Sent Handover eForms

1. Click eForm Submissions.



A table of the submissions made will appear. Click on the unique 6-digit code to re-open eform to download or print again.

Code	Patient	Recipient	eForm	Created On
0PX-M4K	Ms Zerach Abbagale	Dr James Alexander	Urgent Care GP Handover Form	2019-10-22 15:15:40 +1000
ZJK-2D9	Mr Joe BloggsBP	Dr Hannah Mitchell	Urgent Care GP Handover Form	2019-10-22 15:59:55 +1000
Q0F-P0Z	Miss Emerald Ruby	Dr Davey Simmons	Urgent Care GP Handover Form	2019-10-22 16:11:48 +1000

eForm Submitted

Urgent Care GP Handover Form

[Download PDF](#)



GP
URGENT CARE

Urgent Care GP Handover Form

Patient

Name: Ms Zerach Abbagale	Phone:	Mobile:	Email:
Address: 45 Tone Cr Somewhere			4350
Patient DOB: 02/02/1995	Age: 24	Gender: Female	
Indigenous Status: Neither Aboriginal nor Torres Strait Islander origin		Disability Support Pension: No	
Employment Status: Full Time			

Send a Test Handover Form

1. Create your GP profile, either through the Website or Best Practice
2. Install MEDrefer Manager and link your profile to the app.
3. Open a test/dummy patient record in your EMR.
4. Access the Handover form via the MEDrefer Manager icon in your system tray (bottom right of Windows desktops).



5. Click 'Submit an eForm'.
6. Try adding some realistic clinical information beyond that which was auto-populated from the test/dummy patient record.
7. For the regular GP's details, use your own practice details, including fax number.

Regular General Practitioner

Name: * Title First Name Last Name Practice Name: * Practice Name

Email: Email Address: Address

City State Postcode

Phone: Phone

Fax: * Fax

8. Retrieve the fax and review its format - this is what the usual GP will receive when you start sending real Handover Forms.
9. *For the Practice Manager:* When all Urgent Care GPs have successfully sent a test Handover Form, please notify the WA PHA on urgentcare@wapha.org.au.