

Using MEDrefer Manager & Urgent Care Handover eForm

Sole GP (Best Practice User)

Contents

For GP to complete on their desktop	1
Sign Up via Best Practice Software	1
MEDrefer Manager Installation	3
Urgent Care GP Handover eForm	8
Submit an Urgent Care GP Handover eForm	8
View Your Sent Handover eForms	12
Send a Test Handover Form	13

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 <u>support@medrefer.com.au</u>.



Page 1

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 <u>urgentcare@wapha.org.au</u> 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.

From Address Book Search on MEDrefer	
MEDrefer is an online service that allows you to find available referees nearby and recommend up to five to your patient, any of whom can accept your referral.	MEDrefer+
We'll notify you via your Best Practice Inbox if your patients cancel or miss their appointments and when referees send their report.	
It is completely free for GPs to refer via MEDrefer. Learn More	BD solution
Sign Up Sign In	



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.

MEDrefer uses your email address as your username. Confirm your email address, choose a password (min. 6 characters) and click "Sign Up". All MEDrefer referral notifications will go directly to your Bp inbox - but you can
choose to also have them sent via email in case you're away from Bp.
Your basic practitioner datails and practice datails will be
sent to the MEDrefer site so they can be provided to those you refer to. Please read MEDrefer's <u>Privacy Policy</u> and <u>Terms and Conditions</u> before proceeding.

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⁺

Page 3

MEDrefer Manager Installation

N.B. – If your practice runs on a **Remote Access Connection**, please see document <u>Running</u> <u>MEDrefer Manager over Remote Access Connection</u> before downloading MEDrefer Manager.

- 1. If not already logged into a GPs MEDrefer Profile, go to the MEDrefer website (<u>www.medrefer.com.au</u>) 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.



P 1800 556 022 E mail@MEDrefer.com.au 5/135 Margaret St Toowoomba Q 4350 MEDrefer Pty Ltd ABN 18143 778 545 **MEDrefer.com.au**

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

Publ	ame: C:\Users\Anne-Marie\D sher: Unknown Publisher jype: Application	Documents\setup.exe
Publ	sher: Unknown Publisher ype: Application	
	ype: Application	
	rom: C:\Users\Anne-Marie\D	Documents\setup.exe
Always ask l	efore opening this file	Run Cancel

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

Application Install - Security Warning	×
Publisher cannot be verified. Are you sure you want to install this application?	
Name: MEDrefer Manager From (Hover over the string below to see the full domain): medrefer.s3.amazonaws.com	
Publisher:	
Install	on't Install
While applications from the Internet can be useful, they can potentially harm your co you do not trust the source, do not install this software. <u>More Information</u>	omputer. If

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.

MEDrefe	er⁺		\$ -	ME	Drefe	er*	- 10
Home	Change y	our Settings		<	Home	Change your Set	ttings
Users General	Message Provider			Users	General	Message Provider	
Email Address keith+gp1@me	s drefer.com.au	Password		Only a to the contact	single use current us t support	er can be added. If you need a c ser below to remove it. If you ne (Phone 1800 556 022, Email suj	different user, click the cross next eed more than one user, please pport@medrefer.com.au).
		Lin	k User 🕂	Dr K	Gp1		
			-				+

MEDrefer⁺

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.

ME <mark>Dr</mark> efe	r* 🙆 -	Browse For Folder
Home	Change your Settings	Select the appropriate destination folder.
When I accept a ref	ferral download the referral letter as a PDF file C:\Users\Anne-Marie\Documents\Best Practice\Impo	Library Links
automatically Target Directory:	download the referral letter as a HL7 file C:\Users\Anne-Marie\Documents\Best Practice\Impo	Adobe Scripts Any Video Converter Best Practice
automatically Target Directory:	download the referral acknowledgement as a HL7 file C:\Users\Anne-Marie\Documents\Best Practice\Import	Import Referrals Custom Office Templates
Use the followi up-to-date:	ing external application to keep your Availability	Integration Services Script Component Integration Services Script Task
None Use the followi (like patient inf	Configuration Configuration	Make New Folder OK Cancel



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.





Page 7

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.







Page 9

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

Jrgent Car	e GP Handove	r Form	
	Urge	nt Care GP Handover Form	Clinical Data Source (eMR)
Patient			
Name: Ms	Zeroch	Abbagale	5
Phone:	Mobile:	Email:	
Address:* 45 To	ne Cr		
Somew	here	4350	
Patient DOB:* 02/	02/1995 Age: 24	Gender:* Female	
Indigenous Status	Neither Aboriginal nor Torr	es Strait Islander origin 🔹	61
Employment Statu	us:* <select one=""></select>	Disability Support Pension:* <st< td=""><td></td></st<>	

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).



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 I	Handover Form	
GP		Clinical Data Source (eMR)
URGENT CARE	Urgent Care GP Handover Form	Best Practice Connected
Patient		No patient record open. retry

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.

Name:* Title First Name Last Name	Practice I	Name:* Pr	actice Name	
Email: Email	Address:	Address		
		City	State	Postc
Phone: Phone				21
Fax:* Fax				
Iraant Cara Draatitionar				
			199 <u>1</u> 9	
Name: Dr Ann Smiley	Provider I	No.: 2316	54P	
Address: Suite 4, 15 Erin Street	Phone:			
Mt Tyson 4380	Fax: 07 9	9654 2966		

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.

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

Co	nfirm Recipien	t Details X
A	You are about to submit you you have entered into this for details are correct before pr	ur patient's clinical information to the practitioner whose information orm. Please make sure that their details, especially the contact roceeding.
R	ecipient Details	
	Dr Charlotte Mackenzie	
~	Midland Medical & Family Practice	
8	08 9657 1258	
	not entered	
_		
Su	bmit eForm	

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

eForm Submitte	d	
Urgent Care GP Hand	over Form	
		Urgent Care GP Handover Form
Patient		
Name: Ms	Zeroch	Abbagale
Phone-	Mobile:	Email:
i none.		1 + 53 493 (* 53 7 * 5 * 5
Address: 45 Tone Cr Somewhere		4350
Address: 45 Tone Cr Somewhere Patient DOB: 02/02/1995		4350 Age: 24 Gender: Female
Address: 45 Tone Cr Somewhere Patient DOB: 02/02/1995 Indigenous Status: Neithe	r Aboriginal nor Torres Strai	4350 Age: 24 Gender: Female it Islander origin
Address: 45 Tone Cr Somewhere Patient DOB: 02/02/1995 Indigenous Status: Neithe Employment Status: Full 1	r Aboriginal nor Torres Strai Time	4350 Age: 24 Gender: Female it Islander origin 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.

Past e	eForm Submissions					
Code	Patient	Recipient	eForm	Created On		
0PX-M4K	Ms Zeroch 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		



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.

Name:* Title First Name I	Last Name	Practice Name:* Practice Name			
Email: Email		Address:	Address		
Dhana, Di			City	State	Postc
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 <u>urgentcare@wapha.org.au</u>.