# MEDrefer<sup>+</sup>

## Using MEDrefer Manager & Urgent Care Handover eForm

Practice Manager + Multiple GPs (Best Practice Users)

October 2019 v2

#### Contents

How to Use This Guide	1
For Practice Managers/Admin Team to Complete	1
Create Your Own Profile	1
Create Your Practice Profile	3
Create Your Practitioner Profiles	4
For GPs to Complete	8
Sign up as a GP via the Invitation Email Sent by Your Practice Manager	8
MEDrefer Manager Installation (to be completed on all GP and Nursing Workstations)	12
Urgent Care GP Handover eForm	17
Submit an Urgent Care GP Handover eForm	17
View Your Sent Handover eForms	22
Send a Test Handover eForm	24

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>.



, age

### 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 multiple Urgent Care GPs 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 Practice Managers/Admin Team to Complete

#### **Create Your Own Profile**

- 1. Go to the MEDrefer website at www.medrefer.com.au
- 2. Click on Register.



**3.** Select your role within the practice as a Practice Manager/Receptionist.

About	You		
What is MEDref as acce Allied H	<mark>s your role within</mark> er allows GPs to is pt referrals. We al ealth Professional	I the practice? * Issue referrals. Specialists and Allied Health Professionals can is Iso allow Practice Managers to accept referrals on behalf of a Special I.	sue as well ecialist or
© GP	© Specialist	Allied Health Professional     Practice Manager/Rec     Section 2     Section	eptionist
Name *			
Title	 First	Last	

**4.** Enter your name, email address and a password (minimum 6-characters). Click the Captcha box and Sign up.





5. A confirmation email will be sent to the entered email address with a link that will take you to the sign in page.



6. Enter your email address and password, then click Sign in.

Login	
Email adelaidej@skyemeadowsgp.com.au Password	Need Help? Sign up Forgot your password? Didn't receive confirmation instructions?
Remember me	



#### **Create Your Practice Profile**

Once you login you will enter the practice profile page.

Practice Details     2 - Practitioner Det	alls 3 - Select Plans
Practice Details	
Clinic/Hospital/Practice Name *	Manager's Name
Skye Meadows General Practice	Adelaide Jenkins.
HPI-O	Clinical Software
NEHTA Organisational Id	Best Practice
Address *	
11-13 Lallybrook Lane	
Address Line 2	
Skye Meadows	WA • 4069
Practice Phone •	Fax
03 2687 3240	03 2687 3241
Practice Email	Website
	http://www.cloupmondouison.com.au

Enter all the requested details including an email address and fax number to create your practice. Click Create Practice.



#### **Create Your Practitioner Profiles**

1. Enter your practitioners' details, making sure to complete all sections marked with a red asterisk (\*). Click Add.

You will see the list of practitioners and the details entered appear on the right as you click Add. Once all the practitioners have been entered, click Continue (You may need to scroll down to see this).

**N.B.** – If GP doesn't have a unique email to send the invitational email to, this step can be skipped. This will mean that the GP will not receive an email link to complete sign up and the Practice Manger will need to complete that step for them through their Launchpad. This will also mean that, for those GP's, the MEDrefer Manager app will need to be signed in under the Practice Manager not the GP.

dd Your Practitioners	Your Practitioners @ My Practice	
ter the details of a Practitioner at your practice, using the form below, en click Add.	Dr Davey Ziegler (GP) Provider Number: 4567853P Invite Email: daveyzippey@yahoo.com	×
Practitioner Name *	Dr Hannah Cleeves (GP)	
•	Provider Number: 7564321J	×
GP     Specialist     Allied Health  Provider Number*	Dr Michael Alexander (GP) Provider Number: 8546253K Invite Email: alex2alex@gmail.com	×
Practitioner Invite Email	Dr Jessica Sampson (GP)	
]	Provider Number: 569874L	×
Recommended. Invite this Practitioner to create their own account linked to the Practice so they can login themselves. Without doing so, all actions will be logged as having been performed by the Practice Manager, on behalf of the Practitioner.		



 The screen will change to the Practice Managers Launchpad, where the practitioners will be shown as separate tiles. There are also tiles to Add New Practitioners or a New Practice Site if the Practice Manager manages more than one site.

Mrs Adelaide Jenkins (adelaidej@skyemeadowsgp	.com.au)	¢ 0+
MEDrefer <sup>+</sup> Launch	pad	
Practices Q Add New Practice		Download MEDrefer Manager for Windows
Skye Meadows General Practice:	11 13 Lallybrook Lane, Skye Meade	ows Edit
Dr James Alexander Skye Meadows General Practice 876527L	Dr Claire Randall Skye Meadows General Practice 5624391	Dr Hannah Mitchell Skye Meadows General Practice 723659K UNVERINED
Mr Michael Jules Skye Meadows General Practice S28361L UNVERIFIED	Dr Davey Simmons Skye Meadows General Practice S392813 UNICERFED	Dr Charlotte Mackenzie Skye Meadows General Practice 324261L UNVERIFIED
Add Practitioner		

**N.B.** - If you are adding *existing practitioners* to a new site, make sure to click the 'Existing Practitioner' at the top of the page (It will automatically be marked 'New Practitioner'). A drop down box with the practitioners already registered will appear. Select the practitioner you wish to register at the new site, enter their provider number then click Add Practitioner.

Dr Connie Sacks		-
rovider Number *		



In the Practice Manager's Launchpad, the practitioner tiles will have an orange *Unverified* label on them. There are two ways to have this removed:

• As Practice Manager you can click on each tile, double check the entered details and add further details such as gender, qualifications, timezone, telehealth options, medical registration number and languages spoken as well as add an electronic signature of the practitioner to be added to be bottom of created referrals. Once the additions have been made, click on Update Practitioner.

Mrs Adelaide Jenkins (adelaide Acting on behalf of: <b>Dr Jam</b>	@skyemeadowsgp.com.au) es Alexander 2
ME <mark>Dr</mark> efer <sup>+</sup>	Complete Your Practitioner Details
Name * Dr  James Gender Undisclosed	Alexander

The page will change to the practitioners' dashboard, where things like referrals created and their status can be seen.

Mrs Adelaide Jenkins (adelaidej@skyemeadowsgp.com.au) Acting on behalf of: <b>Dr James Alexander 33</b>						¢ 🕩
ME <b>Dr</b> efer	+ a	Referrals	Favourites	Accept Referral	James Alexan Siye Meadows (	nder 🕋
Dr James Alexa Practice	inder @ Sł	kye Meado	ows Genera	1	Recent Activity Nothing to see here yet.	View All
REFERRAL S CREATED					This is where we'll list your recent ref transactions.	ferral activity and
0 Issued	0 Reversed	O Acce	epted 0	Replied		

To return to the Practice Managers Launchpad to continue verifying other GPs, click on the Home icon.





• **The GP** can use the Invitation Email they are sent to activate their account, to confirm the details already entered and to add further details such as gender, qualifications, timezone, telehealth options, medical registration number and languages spoken as well as add an electronic signature which will be added to be bottom of created referrals.

Mrs Adelaide Jenkins (adelaide Acting on behalf of: <b>Dr Jan</b>	ij@skyemeadowsgp.com.au) nes Alexander 🎗
MEDrefer+	Complete Your Practitioner Details
Name * Dr <b>v</b> James	Alexander
Gender Undisclosed	

N.B. – This is an important step to complete, as Unverified GPs will not be recognised by the MEDrefer Manager app regardless of whether the app is signed in under the GP or the Practice Manager.





## For GPs to Complete

#### Sign up as a GP via the Invitation Email Sent by Your Practice Manager

**1.** The Invitation Email will arrive at the email address entered in the Register page by the Practice Manager.

clai	rer@skyemeadowsgp.com.au
Hell	o Dr Claire Randall (clairer@skyemeadowsgp.com.au)
You with and	r Practice Manager Mrs Adelaide Jenkins registered you today as a practitioner Skye Meadows General Practice to the MEDrefer professional network, directory e-referral system.
To c to M	laim your profile and start using MEDrefer, you first need to complete the sign up EDrefer and be linked with your Practice Manager and your practice.
To a	ccept your invitation
	<ul> <li>Sign-up through Best Practice with only an email and password, and start using MEDrefer immediately. You can access MEDrefer via Best Practice by clicking the MEDrefer button from the toolbar with the Best Practice letter writer.</li> </ul>
OR	
	Click here to register via MEDrefer website.
Onc dire	e you have completed signing in, further instructions on using the MEDrefer ctory and how to send e-referrals will follow.
lf yo	u would prefer to find out more before signing up, request a demo here:
sup	port@medrefer.com.au
Reg	ards,
The	MEDrefer Support Team

Click on the link to register via MEDrefer website.



2. Create a password, tick the two boxes, click Claim Profile.

Create Password
create a MEDrefer password below to claim your profile. This is for security purposes to protect both your information and the patient's
lassword
Confirm Password
I agree to MEDrefer's Terms of Use
I agree for MEDrefer to contact me via email for occasional service updates.
Claim Profile

**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.

**3.** You will be taken to the Practitioner details page of your profile. The details already completed by the Practice Manager will be entered. There will still be some details to enter such as Gender, Medical Registration, Qualifications and Signature. Once all remaining details have been entered, click Update Practitioner.

Dr	Ann		Smiley	
Gender			_	
Undisclosed				
Select Your I	Practitioner Ty	be *		
	• GP	© Spec	cialist © Allied Health	
Medical Reg	istration *	Registrati	ion Number	
Provider Nur	nber *	regionad		
231654P				
Scanned Sig Browse	nature <mark>I</mark> mage No file selected.			

**N.B.** – For the signature to load to the account, it will need to be in a JPEG or PNG format.



4. You will automatically be taken to your personalised Dashboard.

ME <b>Dr</b> efer*	Q	Referrals	Favourites	Accept Referral	T	Peter Guillam Mt Tyson Family Practice	*
Search For e.g. Psychology, Dr Name	etc.	near e.	g. Brisbane or 4	4170	SEARCH		
Dr Peter Guillam @ I REFERRALS CREATED 0 Issued 0 Re	Mt Tyse	on Family	y Practice	Replied	Recent Activity Nothing to see here ye This is where we'll list y transactions.	t. rour recent referral activity	View All

Here you will be able to create referrals and see all the referrals you have created in the past and their status.

**5.** To finish verifying your account, click on your name at the top of the screen next to the home icon.





**6.** This will take you to your Details sections – Practitioner Details, Practice Details, Preferences.

Practitioner Details About	About Ms Jessica Daniels		
Specialities	Name •		
Practice Details	Ms • Jessica	Daniels	
About	Gender • Female		
Availability	Qualifications		
Preferences			
Emàil	Your qualifications and memberships (separate with commas) e. Medical Registration	g MBBS, FRACS	
	AHPRA • PSY0000159756		

Click through each of the sections to check all details entered are correct and add any details that are missing or incomplete, such as gender, qualifications, timezone, telehealth options, languages and signature which will be automatically added to the bottom of any referrals created.

**N.B.** – For the signature to load to the account, it will need to be in a JPEG or PNG format.

- **7.** Once details in each section are complete, click the blue Update button before moving to the next section.
- **8.** When all sections have been completed, click on the MEDrefer Logo to return to the Dashboard page or the home icon to return to the Launchpad page.





Page 12

## MEDrefer Manager Installation (to be completed on all GP and Nursing Workstations)

**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 (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.



Using MEDrefer Manager & Urgent Care Handover eForm Practice Manager + Multiple GPs (Medical Director, Zendesk & Genie Users) October 2019 v1



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

- Security W	larning	23
want to ru	n this file?	
Name:	C:\Users\Anne-Marie\Downloads\setup.exe	
Publisher:	MEDrefer Pty Ltd	
Type:	Application	
From:	C:\Users\Anne-Marie\Downloads\setup.exe	
	Run Cancel	
ys ask before	opening this file	
While files fr potentially ha you trust. W	om the Internet can be useful, this file type can arm your computer. Only run software from publisher <u>hat's the risk?</u>	rs 📲
	- Security W want to run Name: Publisher: Type: From: ys ask before While files fro potentially ha you trust. W	- Security Warning want to run this file? Name: C:\Users\Anne-Marie\Downloads\setup.exe Publisher: MEDrefer Pty Ltd Type: Application From: C:\Users\Anne-Marie\Downloads\setup.exe Run Cancel ys ask before opening this file While files from the Internet can be useful, this file type can potentially ham your computer. Only run software from publisher you trust. What's the risk?

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

Do you want to install this application?		Ŷ
<b>Name:</b> MEDrefer Manager		
From (Hover over the string below to see the full do medrefer.s3.amazonaws.com	main):	
Publisher:		
MEDrefer Pty Ltd		
		The structure construction of the

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 email address and password of the Practice Manager or the unique email and password of a practitioner who has already been registered, then click Link User.

	🔯 -	MEDrefer*	Ø -
Chang	e your Settings	Chan Chan	nge your Settings
Users General Message Provide	r	Users General Message Provi	der
Email Address	Password	Email Address	Password
hollyt@skyemeadows.com.au	•••••	keith+gp1@medrefer.com.au	******
5	*	T.	*

Using MEDrefer Manager & Urgent Care Handover eForm Practice Manager + Multiple GPs (Medical Director, Zendesk & Genie Users) October 2019 v1



Page 15

MEDrefer <sup>+</sup>	MEDrefer*
Change your Settings	Change your Settings
Users General Message Provider	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).	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).
Mrs H Thomas	Dr K Gp1
~	

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



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** 



100%

12:40 PM

30/04/2018

🏣 🜒

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



**N.B.** - If multiple GPs and/or Nurses are using the same workstation, MEDrefer Manager will need to be installed once for each workstation login.

**For example** – Dr Guthrie and Dr Heinrich use the same office for their consults and therefore the same desktop computer. MEDrefer Manager will need to be downloaded when Dr Guthrie is signed into the desktop and again when Dr Heinrich is signed into the desktop.



# MEDrefer<sup>+</sup>

## 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 <u>MEDrefer Manager Installation</u> for instructions on how to do this.

**3.** Click on the Submit an eForm button.



If MEDrefer Manager is signed in under the Practice Manager, move forward to Point 4.

If MEDrefer Manager is signed in under a GP, move forward to Point 6.





**4.** As the MEDrefer Manager app is signed in under the Practice Manager, a pop-up will appear with each registered GPs name. The GP submitting the eForm will need to select their name.

**N.B.** – If the Practice Manager is registered at multiple sites, the GPs will be listed under each site. If the GP is *also* listed at multiple sites, they will need to ensure they select their name under the correct site.



5. The selected GPs name will appear at the top of the form in the red banner. To change the name, click on the Switch icon at the end of the name. The pop-up with all the registered GPs will reappear.

MEDrefer <sup>+</sup>		Acting on behalf of: Dr Lucy Tin(le 20
Urgent Care GP H	landover Form	
	Urgent Care GP Handover Form	Clinical Data Source (eMR)

**N.B.** – The selecting of the GPs name will only need to happen once, and then MEDrefer Manager will remember and automatically select the chosen GP until a new name is selected or the practitioner fully Exits out of MEDrefer Manager.



6. The Urgent Care Handover eForm will automatically complete sections of the form.

GP			Clinical Data Source (eMR)
URGENT CARE	Urg	gent Care GP Handover Form	Best Practice Connected
Patient			
Name:* Ms	Zeroch	Abbagale	
Phone:	Mobile:	Email:	
Address:* 45 Ton	e Cr		
Address:* 45 Ton Somewh	e Cr nere	4350	
Address:* 45 Ton Somewh Patient DOB:* 02/0	e Cr nere 12/1995 Age:	4350 24 Gender:* Female •	

**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 listed below in your clinical syst	s the information tem.
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)
Patient		• No patient record open. retry

 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.

8. 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				= <u>x</u>
Fax:* Fax				
Irgent Care Practitioner				
Name: Dr Ann Smilev	Provider	No.: 2316	54P	
Divinitorinity		Long		
Address: Suite 4, 15 Erin Street	Phone:			
Mt Tyson 4380	Fax: 07 9	9654 2966		

9. 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.



**10.** 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 Recipient	Details ×
A	You are about to submit your you have entered into this for details are correct before pro	patient's clinical information to the practitioner whose information m. Please make sure that their details, especially the contact ceeding.
R	ecipient Details	
	Dr Charlotte Mackenzie	
*	Midland Medical & Family Practice	
8	08 9657 1258	
	not entered	
Su	bmit eForm	

**11.** A final copy of the form will appear. Click on the Download PDF button to download or print. Downloaded PDF copies of the form can be saved to the patients' file in the usual manner.

Form Submitte	d		
Jrgent Care GP Hand	lover Form		
Download PDF			
CONT CARE	Urgent	Care GP Handover Forr	n
Patient Name: Ms	Urgent	Care GP Handover Forr	n
Patient Name: Ms Phone:	Urgent Zeroch Mobile:	Abbagale Email:	n
Patient Name: Ms Phone: Address: 45 Tone Cr Somewhere	Urgent Zeroch Mobile:	Care GP Handover Forr Abbagale Email: 4350	n
Patient Name: Ms Phone: Address: 45 Tone Cr Somewhere Patient DOB: 02/02/1995	Urgent Zeroch Mobile: Age: 24	Abbagale Email: 4350 Gender: Female	n
Patient Name: Ms Phone: Address: 45 Tone Cr Somewhere Patient DOB: 02/02/1995 Indigenous Status: Neither	Urgent Zeroch Mobile: Age: 24 r Aboriginal nor Torres Strait Islander origin	Abbagale Email: 4350 Gender: Female	n

Using MEDrefer Manager & Urgent Care Handover eForm Practice Manager + Multiple GPs (Medical Director, Zendesk & Genie Users) October 2019 v1



#### View Your Sent Handover eForms

**1.** Click eForm Submissions.



**N.B.** – If the MEDrefer Manager app is signed in under a Practice Manager, a pop-up will appear listing all the registered GPs under their registered sites.

Please Choose who y	ou want to act on behalf of
Practices	
Skye Meadows Medical Practi	ce: 28 Mackenzie Street, Wherestop
Dr Peter Simmons Skye Meadows Medical Practice 987654K	Dr Lucy Tindle Skye Meadows Medical Practice 951236P

1. Select the GP you wish to view submission for. The chosen name will appear at the top of the eForm in the red banner. To change the name, click on the Switch icon at the end of the name and the registered GP listing will appear again.





## **2.** 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	st 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		

eForm Submitte	d		
Urgent Care GP Hando	over Form		
Download PDF			
	Urgent	Care GP Handover For	m
	Urgen	Care GP Handover For	m
Patient Name: Ms	Urgen	Care GP Handover For	m
Patient Name: Ms Phone:	Urgen Zeroch Mobile:	Abbagale Email:	m
Patient Name: Ms Phone: Address: 45 Tone Cr Somewhere	Urgen Zeroch Mobile:	Abbagale Email:	m
Patient Name: Ms Phone: Address: 45 Tone Cr Somewhere Patient DOB: 02/02/1995	Urgen Zeroch Mobile: Age: 24	Abbagale Email: 4350 Gender: Female	m
Patient Name: Ms Phone: Address: 45 Tone Cr Somewhere Patient DOB: 02/02/1995 Indigenous Status: Neither	Urgen Zeroch Mobile: Age: 24 Aboriginal nor Torres Strait Islander origi	Abbagale Email: 4350 Gender: Female	m

Page 23



Page 24

#### Send a Test Handover eForm

- 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. If need be, select your name from the Practice Managers selection.
- **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 N	lame Last Name	Practice N	Name:* Pr	actice Name	
Email: Email		Address:	Address		
			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>.