Primary Mental Health e-Referral Guide for General Practice

This platform has been designed to give patients in Northland with '**moderate'** Mental Health issues, direct and timely access to an accredited Primary Mental Health provider (counsellor or psychologist). Replacing faxes that can get 'lost' in the system, it gives GP's a safe referral pathway to providers, as well as immediate updates of treatment and outcomes via the Medtech inbox.

Alongside this, it offers NPHO's an effective tool for measuring the use, quality and effectiveness of service initiatives in Northland via the Primary Care referral Management System (PCRMS)

Package of care (POC) referrals are designed to reduce the financial barrier to accessing Primary Mental Health services in identified high needs groups that do not have access to other funded counselling. Each POC offers five fully funded counselling or psychology sessions, per patient.

How to send a NPHO referral

1. Select the Healthlink icon on tool bar to access forms

2. Select the 'NPHO Primary Mental Health' link.

The menu on the left of the referral shows additional 'pages' of included patient information.

Of note, Medical Hx, Medications, Patient information and referrer details are all prepopulated by default. Non mandatory fields can be deselected as desired (the referrer details page has mandatory fields which prepopulate by default unless this information is missing from the staff member's setup in Medtech). Attachments + Reports can also be manually uploaded as required. Attachments will be removed if the e-referral is parked. Yellow areas on the e-Referral form indicate mandatory fields.

A 'reason for referral' must be included in the text box (referrals with incomplete mandatory fields cannot be

submitted). The quality of the information contained here will direct both providers and the coordination service; therefore it is important to include all relevant details when submitting a referral.

A 60 minute timeout for editing the form exists, however forms can be parked and returned to at any time prior to submission.

Red flag conditions can be selected in the referral, and these will remain highlighted throughout the referral pathway within the PCRMS as an alert to providers that there may be risks associated with the referral. Selecting a red flag condition will also highlight the possibility that DHB specialist services may be the required pathway. **If this is the case the referral should be closed and a new referral sent via the Healthlink icon, 'Northland DHB e-referrals' link.**

Mental Health e-Referrals can be sent by GP's, Practice nurses and/or Social workers. A NZMC field will prepopulate in the 'Referrer Details' section of the e-Referral menu. This is a mandatory field which draws information from Medtech>setup>staff>members details. If not known, a 6 digit placebo can be entered to submit the referral.

Service Providers: Counsellors

Within Manaia PHO e-Referrals can be sent directly to a specific councillor of choice, or, to the PHO coordination service that will chose a provider on the referrer's behalf. Current information on specific councillor services is available via the Manaia PHO website. http://www.manaiapho.co.nz/ManaiaCounsPsych

This same list of counsellors appears on the e-referral form via the 'Primary mental health provider' drop down list. This list is kept up to date by the PHO coordination service to ensure that only providers, who are currently available, will appear on the list.

All providers choosing to work within the PCRMS framework have met standard criteria as set out by NPHO's. They also agree to work within a system that is designed to improve the quality of information shared between GP's and Mental Health providers through measurable outcomes. Additionally, counsellors are also encouraged to attend regular CNE sessions, as part of their professional development.

Clinical Psychologists

It is widely recognised that offering fully funded clinical psychology Packages of Care removes the financial barrier for those patients who will benefit from access to this more specialist level of care. Because providing this funding option requires an additional call on the total number of POC's available within NPHO's, referrals to psychologists are sent to the coordination service. Once there the clinical team will assign a POC based on the details of the referral.

Please note: to ensure that both counselling and clinical psychology packages of care are used appropriately and judiciously consider other stepped care approaches such as the Beating the Blues programme prior to referral to the PHO Primary Mental Health Service.

Rejected referrals

Rejected referrals are returned to the Practice. A referral can be rejected for the following reasons.

- The coordinator or provider decides the current presenting problems do not meet the mild to moderate Mental Health criteria and the referral is inappropriate

- The service has been unable to contact the patient within 3 weeks of receipt of the e-referral

- The provider or coordination service have identified that the referral requires specialist services (Northland DHB e-referrals link for specialist referrals)

  Providers will, in an urgent situation, refer directly to a specialist service. If a provider deems that an URGENT specialist service is required they are advised to also inform the GP practice by phone.

  Please note: the NPHO Mental Health e-Referral pathway is NOT an urgent service, nor is it a specialist service pathway

In all instances, the reason for rejection will be stated and a notification is automatically sent to the Patient Inbox for follow-up or onwards referral. If a package of care was used in the rejected e-Referral, this will be automatically returned to the practice's allocation total.

Funding options

There are currently 2 funding options available for NPHO Primary Mental Health e-Referrals.

Patient: This applies to anyone presenting with moderate mental or emotional distress, who wishes to be referred for counselling or psychologist services, and is willing to fund themselves. Choosing this option will not deduct a POC from the Practice allocation. There is no limit to the number of sessions available, and with patient consent, the provider is able to keep the referrer updated on progress and outcomes via Patient Inbox updates.

PHO package of care (POC) is a fully funded 'package' of up to 5 sessions. It is available to patients that present with moderate Mental Health issues who are not able to access other funding such as ACC, WINZ or Family Court and who cannot afford to pay for these services privately.

To ensure services are delivering good outcomes to the people who need it most, it is expected that practices will use a targeted approach in identifying those with high needs. Evidence suggests these are:

- *Children & Young people*

- *Parents and Caregivers (including maternal mental health)*

- *Maori and Pacific people*

- *Low income*

Allocations

The number of Packages of Care allocated is based on the number of identified high need patients registered at each practice, as well as MOH funding criteria. Allocations are calculated at the beginning of the financial year. E-referrals that leave the practice via Healthlink forms are automatically deducted from the total allocation. A running total of packages of care is viewable on the e-Referral form.

Practices are notified by the PHO when their allocated packages of care are due to finish. A discretionary allocation can be requested through the PHO, if a patient presents to the practice with no other access to funded services.

Please note that faxing a referral will not update the POC allocation total and it is advised to no longer fax referrals.

Please note: The Primary Mental Health e-Referral pathway does not currently support referrals that require ACC or WINZ funding. These referrals should go via the WINZ disability form or ACC Sensitive Claims form.

Assessment scores

Assessment information can be included prior to sending an e-Referral, but this is not a compulsory field. Providers however, are required by the PCRMS to include an assessment score at both the first visit and upon the fifth or closing visit. If the referral is closed before the fifth session it is possible to not enter an exit score, if only one or two session have been provided. Assessment scores are automatically sent to the referrer's inbox, with notes from the provider to the referrer, if these are included.
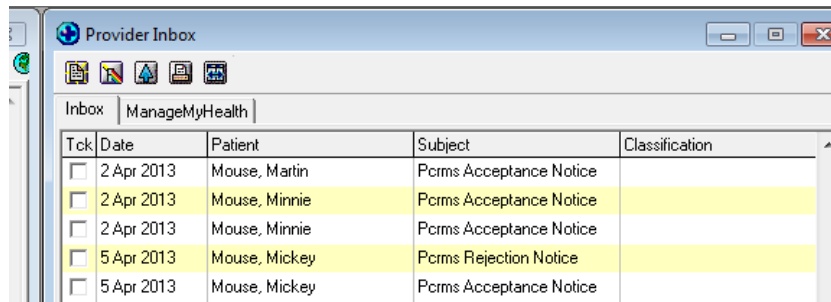
Submit – Park - Help

The submit button sends the referral to either the PCRMS Coordination Service for designation, or directly to self-chosen provider (counsellor). The provider then receives an immediate email notification stating that the referral has been sent. The Coordination Service receives e-Referrals during usual working hours. In both cases, there is a 21 day response time. Referrals that are not accepted within this timeframe receive an alert status that is followed up by the Coordination Service administrator. In some instances, the referral may need to be reassigned to another provider, and/or if contact is unable to be made, the referral rejected back to the practice for further follow up.

A parked referral can be found in the 'Forms' tab within the Medtech Patient Manager (F6).

The Help button contains links to this User Guide and the GP Quick glance Guideline which are hosted on the PHO website. Both documents can be downloaded. For the DHB User Guide click on the help button of the Northland DHB e-referrals form. On completing the referral form select Submit.

Messages Generated in inbox

The e-Referral form creates a 2-way communication pathway between practices and Primary Mental Health providers. Besides notifications on acceptance and Entry and Exit Summary's, it is also possible for providers to send progress updates and/or letters. All of these are sent to the Provider Inbox (see below). Progress notifications are optional, and can be included at any time.

Help desk

If you experience any technical issues (see below) when submitting the e-Referral form please contact Healthlink.

helpdesk@healthlink.net

Phone: 0800 288 887

If you require additional support with using the Healthlink e-Referral form, or have questions around criteria for referral, please contact the coordination service during usual working hours.

AudreyJ@manaiapho.co.nz

Phone: 094381015

Error messaging

After submitting your e-Referral, you may encounter one of the below situations. When contacting the helpdesk, please quote the below information.

EMR web service not available:
On-Screen message: 'Saving the form data to PMS ... failed'
SOAP: Fault Occurred: http://www.healthlink.net/formsdirector [0] Failed to send a request to http://hlkvm-smx2:8087/mypractice?WSDL: Connection refused: connect [inner most]
Connection refused: connect'

Solution: Please ask the helpdesk to ensure that the web service is running properly.

Server Route not available:
On-Screen message: 'Submitting the form to your DHB server ....failed'
SOA: Fault Occurred: Server Failed to deliver the message………….
Connection Exception: Connection refused: connect
Parking the form data to PMS ... succeeded. Please try later to submit the parked form.'

Solution: Please ask the helpdesk to ensure that the server route is running.

HMS Quantum not available:
On-Screen Message: 'Internet Explorer cannot display the webpage'

Solution: Please ask the helpdesk to ensure that your Quantum NT service is started.

Endpoint web service not available:
On-Screen Message: 'Submitting the form to your DHB server … failed'
Error Response received. Response code: 500
• applicationResponseCode: TEMPORARYFAIL
• applicationResponseMessage: AklRegionalReferralExClient: Error occurred while invoking remoteservice. [0] SOAPFaultException: Marshalling Error: Connection timed out: connect [1] Fault:Marshalling Error: Connection timed out: connect [2] MarshalException: null [3] ConnectException: Connection timed out: connect
   • receivingSystemId: null
   • data: TEMPORARYFAIL
Parking the form data to PMS ... succeeded. Please try later to submit the parked form.'

Solution: Please ask the helpdesk to ensure that the web service is running properly