

My Aged Care e-Referrals Information Pack



Welcome

Fast, convenient and secure referral to My Aged Care.

Australian GPs can electronically refer their patients to My Aged Care for an aged care assessment directly from their practice management system using HealthLink SmartForm technology.

The My Aged Care e-Referral form has been rolled out to sites running Best Practice Lava SP3 and above, Communicare v22.4 and above, Genie v8.8 and above, MedicalDirector Clinical 3.16 and above, MedicalDirector Helix, Medtech Evolution 10.4.4 and above, Shexie Platinum and Zedmed Practice Management Systems.

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1. What is My Aged Care?

My Aged Care is the starting point for accessing Australian Government-funded aged care services.

My Aged Care provides information and support to older people and their support networks to understand, access and navigate the aged care system. My Aged Care can be accessed online, on the phone or in person.

My Aged Care provides:

- 1 Information on the different types of aged care services available
- 2 An assessment of needs to identify eligibility and the right type of care
- 3 Referrals and support to find service providers that can meet your needs
- 4 Information on what you might need to pay towards the cost of your care

My Aged Care contact details for health professionals:

For information about My Aged Care, please go to www.myagedcare.gov.au/health-professionals.

To follow up on the status of your patient's referral, you can also call the My Aged Care Industry Line on 1800 836 799 (Option 1).

“ I can ensure the information I feel is important is included and I'm confident the information is going directly to My Aged Care. The e-Referrals are also confidential and easily amended.”



Dr Eric Davey
General Practitioner
Clarence Medical Centre
Mclean, NSW

2. Why use My Aged Care e-Referrals?

My Aged Care e-Referrals enable you to refer your patients to My Aged Care for an aged care assessment to determine their eligibility for government-funded aged care services faster and easier using HealthLink SmartForm technology.

My Aged Care e-referrals are integrated with existing PMSs and pre-populate available patient data. My Aged Care e-Referrals are intuitive, easy to use and accessible through a patient's electronic medical record by selecting 'My Aged Care Referral' from the HealthLink referred services tab within your PMS.

The key benefits of e-Referrals:



Fast

Get your patients to an aged care assessment faster. Referrals are in real-time.



Convenient

Completed all within your medical software. Eliminates data-entry errors and saves you time with data pre-population and can be saved to the patient's file.



Secure

You and your patients have peace of mind knowing the referral will get to My Aged Care quickly and securely.

“I have been using My Aged Care e-Referrals since they first became available. I love how you get instant feedback on your referral if it's not completed properly. I also really like how an e-Referral is lodged immediately with My Aged Care as soon as it's submitted. e-Referrals are so easy to complete and save me time.”



Loraine Evans

Practice Nurse
Pebble Beach Medical Centre
QLD

3. Who can use My Aged Care e-Referrals?

My Aged Care e-Referrals are currently compatible with:



Best Practice
Lava SP3 and above



MedicalDirector Clinical
3.16 and above is required



Genie
v8.8 and above



Medtech Evolution
10.4.4 and above

3. Who can use My Aged Care e-Referrals? Continued...

My Aged Care e-Referrals are currently compatible with:



Shexie Platinum
7.0 and above



Zedmed
35 and above



Communicare
22.4 and above



MedicalDirector Helix

3. Who can use My Aged Care e-Referrals? Continued...

“ It is a very easy referral process. It pre-populates with a lot of patient data. I also like how a record of the referral is also put into the patient's notes, so staff no longer need to scan a printed copy in. It is a very seamless process. ”



Emma Zanker
Practice Nurse Coordinator
Goydersline Medical Practice
SA

Some older versions of these PMSs may not be compatible with the e-Referral form or may require some additional manual configuration. Please contact the HealthLink help desk on 1800 125 036 (Option 1) or email helpdesk@healthlink.net for advice about how to access or enable the e-Referral form.

If you don't have access to a compatible PMS to access My Aged Care e-Referrals, you can also use the Make a Referral form on the My Aged Care website: myagedcare.gov.au/make-a-referral

Or you can use the web-based [MyHealthLink Portal](https://healthlink.com.au/myhealthlink-portal). The MyHealthLink Portal is an online portal designed to enable smaller medical practices and individual healthcare providers to utilise HealthLink Smart Forms. You can access it here: healthlink.com.au/myhealthlink-portal

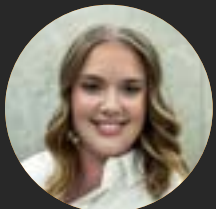
4. How do My Aged Care e-Referrals work?

You can access the HealthLink My Aged Care e-Referral form easily from the patient's record within your Practice Management System (PMS) (e-Referrals are available in Best Practice, Communicare, Genie, MedicalDirector Clinical and Helix, Medtech Evolution, Shexie Platinum and Zedmed).

They take about five minutes to complete and are processed instantly once submitted. We've created this short introduction video so you can see how My Aged Care e-Referrals could work for you.

To watch the full video visit: healthlink.com.au/my-aged-care/

“ Since implementing My Aged Care e-Referrals, our practice has experienced significant improvements in efficiency and accuracy.”



Katherine
Practice Manager
Main Street Medical Centre
QLD

How do I complete the My Aged Care e-Referral form within my PMS?

- 1 Open the patient record
- 2 Launch the e-Referral form
- 3 Complete the form
- 4 Park the form for later if you're still waiting on information
- 5 Include relevant attachments
- 6 Ensure patient and referrer information is correct (the responsive form will guide you)
- 7 Submit the form, and you're done!

5. Step-by-step Practice Management System tutorial videos

Step-by-step video tutorials are available for Best Practice, MedicalDirector Clinical, Genie and Shexie Platinum PMSs. You can find them on the HealthLink My Aged Care website: healthlink.com.au/my-aged-care/

Best Practice
(Lava SP3 and above is required)



MedicalDirector Clinical
(3.16 and above is required)



Genie
(v8.8 and above is required)




Shexie Platinum





Note:
Other user guides will become available in the future.

6. PDF Practice Management System User Guides


We've also developed PDF user guides to help you get started with My Aged Care e-Referrals. These are also available on the HealthLink My Aged Care website: healthlink.com.au/my-aged-care/




User Guide



User Guide




User Guide




User Guide

6. PDF Practice Management System User Guides. Continued...



We've also developed PDF user guides to help you get started with My Aged Care e-Referrals. These are also available on the HealthLink My Aged Care website: healthlink.com.au/my-aged-care/



User Guide



User Guide



User Guide

7. What happens after I submit an e-Referral?

Once a completed referral is received by the My Aged Care System, the referral will be assigned to an assessment organisation.

- Make sure your patient is aware that they may be contacted by My Aged Care or an assessor.
- Your patient should hear from My Aged Care or an assessment organisation within two to six weeks.
- If the referral is incomplete, My Aged Care will contact you to confirm the information provided.
- Print or provide a copy of the confirmation screen and give it to your patient.
- After an e-Referral is submitted to the Department of Health, Disability and Ageing, the client and their representatives can track its progress through [myGov](#). They will also receive a My Aged Care welcome pack in the mail containing helpful information and outlining what their next steps will be. This information is not sent back to their referring Doctor/General Practitioner.
- If your patient had an aged care assessment **on or after 9 December 2024** and agreed to share their support plan, you can view this on My Health Record. The support plan contains detailed information about your patient's aged care requirements, including their strengths, challenges, goals and the assessor's service recommendations.

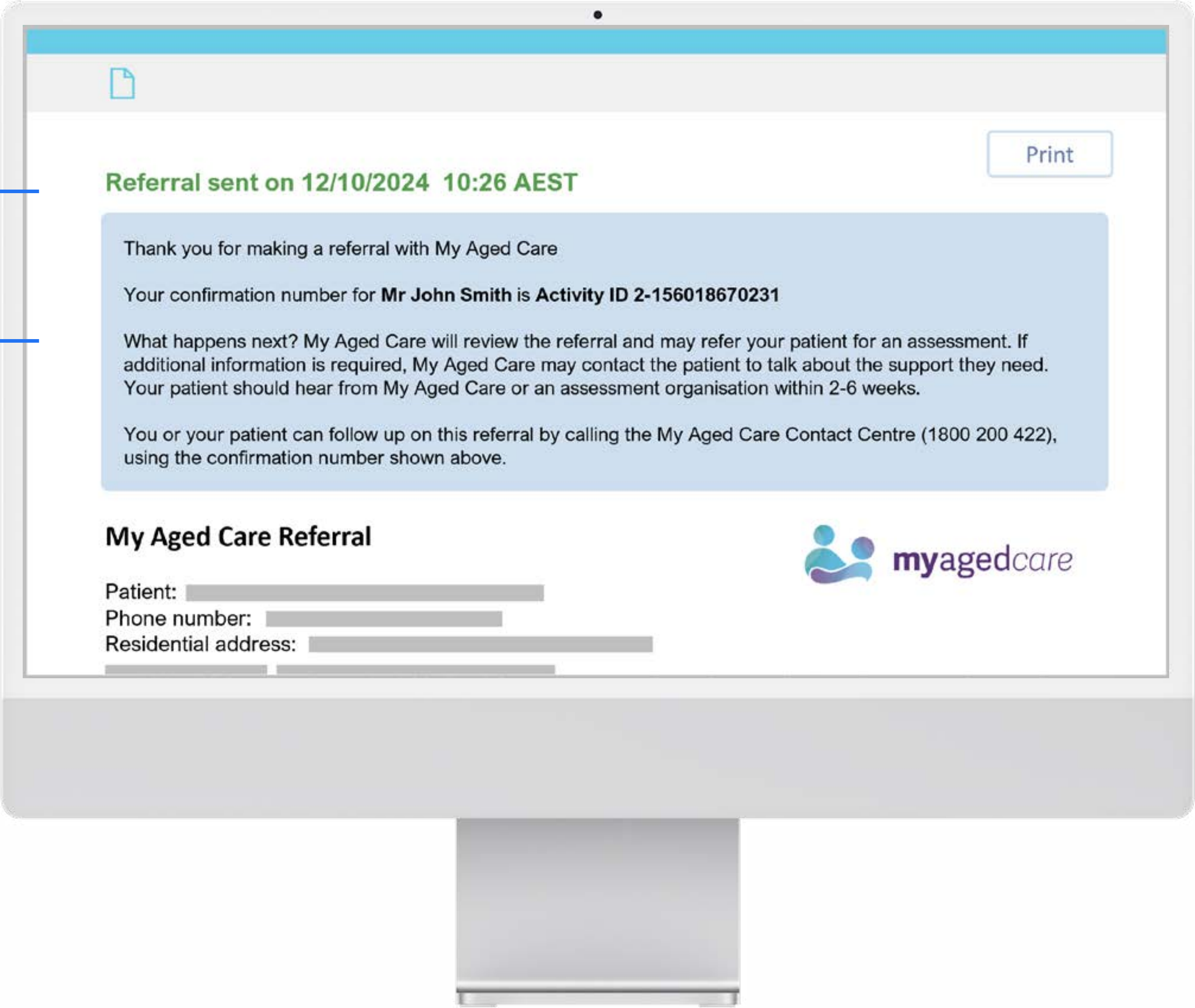
You can give your patient a copy of the '[After you've registered with My Aged Care](#)' brochure. This brochure gives your patient information on what to expect after they have been referred to My Aged Care and how they can track their progress.



7. What happens after I submit an e-Referral. Continued...

Note:

At the point of submission, your referral will safely and securely be sent electronically via HealthLink, and you will see a copy of the completed form with a **date stamp** and a **confirmation number**, which will be saved to the patient file.



8. Frequently Asked Questions (FAQs)

For technical support or further information on e-Referrals contact the HealthLink help desk on **1800 125 036** (Option 1) OR email helpdesk@healthlink.net

For more information about My Aged Care, please visit their [website](#) OR call the My Aged Care Industry Line on **1800 836 799** (Option 1).

“The integration of My Aged Care e-Referrals into our practice management software has simplified the process, reduced paperwork, saved time and provided a smoother experience for both our doctors and patients.”



Heather Gewin
Practice Manager
Bay Village Medical Centre
NSW

1. How are e-Referrals different from the My Aged Care Make a Referral website form?

The My Aged Care ‘Make a Referral’ form requires you to visit the My Aged Care website and manually enter all the required information. e-Referrals are integrated into your PMS and pre-populate patient information so you don’t need to visit the My Aged Care website, saving you time.

The e-Referral form is based on the current My Aged Care website referral form so is familiar to people who have used it before.

2. How is patient information protected when I send a My Aged Care e-Referral?

My Aged Care e-Referrals use end-to-end encryption to ensure privacy and security. Personal information and documents are retained securely within the My Aged Care system.

By default, the form will load the minimum information required by My Aged Care System to create a record so that an assessment can be organised.

3. When should I refer a patient to My Aged Care using an e-Referral?

The e-Referral process is designed for people who aren’t receiving government-funded aged care services and are not registered with My Aged Care. The e-Referral form will check if your patient meets the minimum needs and age requirements before sending the referral to My Aged Care. This includes: how much assistance your patient needs with everyday tasks; and that your patient is aged 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people).

Patients who are aged 50 years or older who are on a low income, homeless or at risk of being homeless are encouraged to call My Aged Care to discuss their situation.

If your patient is already registered with My Aged Care, they can contact My Aged Care on 1800 200 422 to request a new assessment or they can talk to their service provider if they wish to have a Support Plan Review.

If you’re not sure if your patient is currently receiving

8. Frequently Asked Questions (FAQs) continued...

aged care services, you can phone My Aged Care Industry Line on 1800 836 799 (Option 1) to find out more information before you decide to make a referral. You'll need your patient's consent, or that of their legal representative, to obtain this information.

4. I usually delegate the referral to one of our practice nurses. Will they be able to send the e-Referral?

Anybody who currently has access to your PMS will be able to access My Aged Care e-Referrals. Depending on how your PMS is configured, it may be possible for practice nurses to submit an e-Referral. For more information on this, please contact HealthLink on 1800 125 036 (Option 1) or email helpdesk@healthlink.net

5. What should I do if my patient requires urgent assistance and isn't in a condition to wait?

There are specific circumstances where health professionals may need to refer directly to a service provider. These circumstances are where there is an urgent need for a service based on the patient's circumstances which, if not met immediately, may place the patient at risk. The services where this is likely to happen are:

- nursing
- personal care
- meals
- transport

These services would be of a time-limited duration (two weeks) with a longer-term commitment only occurring after assessment. The preferred method for health professionals to access urgent services is by contacting the service

provider directly. The service provider will, if able, provide urgent care for the patient and subsequently refer the patient to My Aged Care for an assessment of ongoing service needs. Acceptance of the referral for urgent care will be based on the provider's capacity to take on new clients and the relative needs of clients awaiting services. If you do not have contact details of a provider, you can call My Aged Care on 1800 200 422 or use the [Find a provider tool](#) to search for a provider. If your patient requires urgent services, they can contact My Aged Care on 1800 200 422.

6. What is the expected wait time for an assessment once my patient has been e-Referred?

Your patient should hear from My Aged Care or an assessment organisation within two to six weeks. They will tell your patient if they are eligible for an assessment and arrange for an assessor to visit them. If they haven't heard anything in this time, your patient can contact My Aged Care on 1800 200 422. We advise providing your patient with the brochure after you've registered with My Aged Care for information on what they can expect after they have been referred and how they can track their progress.

You can order brochures from National Mailing & Marketing by emailing health@nationalmailing.com.au or phoning (02) 6269 1025.

7. Who do I contact for technical assistance regarding making an e-Referral?

Please call the HealthLink help desk on 1800 125 036 (Option 1) or email helpdesk@healthlink.net

8. Frequently Asked Questions (FAQs) continued...

8. What if I send an e-Referral and it fails?

If for some reason your e-Referral fails, an error message will appear. In the first instance, we recommend you call the HealthLink help desk on 1800 125 036 (Option 1) or email helpdesk@healthlink.net

If it does fail, the information you already entered should be saved so you won't have to complete the form again.

You can read more My Aged Care e-Referral FAQs here: healthlink.com.au/my-aged-care/

9. What changes are being made to the My Aged Care e-Referral form to align with the Single Assessment System?

As part of the implementation of the Single Assessment System workforce, minor changes were made to the naming conventions in the GP e-Referral SmartForm, effective from 14 October 2024:

The terms "Regional Assessment Services (RAS)" and "Aged Care Assessment Teams (ACAT)" are replaced with "Home Support Assessment" and "Comprehensive Assessment."

These changes are designed to align with the new assessment process and provide additional time for users to adapt to the new terminology. These changes will not impact Health Professionals' ability to make a referral to My Aged Care.

For more information visit the [Single Assessment System for Aged Care](#) page on the Department of Health, Disability and Ageing's website.

9. What Health Professionals say about using My Aged Care e-Referrals



Loraine Evans
Practice Nurse
Pebble Beach Medical Centre
QLD

9. What Health Professionals say about using My Aged Care e-Referrals

Loraine Evans, a Practice Nurse at Pebble Beach Medical Centre in Queensland, has used e-Referrals since they first became available to refer patients to My Aged Care.

Loraine says she saves around 15 minutes per referral compared to her previous referral method. She recommends other practices make the switch to e-Referrals as they are so easy to complete with minimal time spent on them.

How long have you been using My Aged Care e-Referrals?

Since as soon as they became available.

How did you previously send referrals to My Aged Care?

Make a referral form on the My Aged Care website.

What do you like most about My Aged Care e-Referrals?

Instant feedback if not completed properly.

How do My Aged Care e-Referrals benefit patients?

Lodged immediately.

How much time do you think you save per referral by using My Aged Care e-Referrals compared to your previous referral methods?

15 minutes.

Would you recommend My Aged Care e-Referrals to other practices? Why?

They are so easy to complete with minimum time spent on them.

How easy was it to learn to use e-Referrals?

Very easy as there are prompts to remind you to check.

Which Practice Management System do you use?

Best Practice



Katherine
Practice Manager
Main Street Medical Centre
QLD

9. What Health Professionals say about using My Aged Care e-Referrals continued...

Katherine, Practice Manager at Main Street Medical Centre in Pialba, Queensland, shares why the practice adopted My Aged Care e-Referrals to overcome challenges with manual referral processing.

Fax machines were often unreliable and time-consuming, leading to errors. The switch to e-Referrals has improved efficiency and accuracy, reduced manual processing time and eliminated the need for faxes, allowing staff to focus more on patient care.

The nurses at Main Street Medical Centre absolutely love My Aged Care e-Referrals!

What technological challenges prompted your practice to start using My Aged Care e-Referrals?

Our practice faced several challenges that led us to adopt My Aged Care e-Referrals. Manual processing of referrals was time-consuming and prone to errors, particularly with fax machines, which were often unreliable and inefficient. We needed a more streamlined, secure, and reliable way to manage referrals that would reduce paperwork and administrative burden while improving communication with other healthcare providers. The transition to e-Referrals provided a solution that aligned with our commitment to delivering high-quality patient care and embracing modern healthcare technologies. Our nurses absolutely love it!

What benefits has your practice experienced since using My Aged Care e-Referrals?

Since implementing My Aged Care e-Referrals, our practice has experienced significant improvements in efficiency and accuracy. The electronic system has greatly reduced the time spent on manual processing and eliminated the need for fax machines, allowing our staff to focus more on patient care rather than administrative tasks. Additionally, e-Referrals have improved communication with other healthcare providers, resulting in faster and more reliable transfer of information. This has ultimately led to better continuity of care for our patients, particularly the elderly who rely on timely and accurate referrals.

Anything else you'd like to add about your experience of using My Aged Care e-Referrals?

The integration of My Aged Care e-Referrals into our practice has not only enhanced our operational efficiency but has also fostered a more collaborative and responsive healthcare environment. By minimizing manual processes, we have reduced errors and delays, ensuring our patients receive the care they need without unnecessary waiting times. Additionally, the seamless transition to e-Referrals has been well-received by our staff, who appreciate the intuitive and user-friendly interface. Overall, it has been a positive step forward in our commitment to leveraging technology for better patient outcomes.



Emma Zanker
Practice Nurse Coordinator
Goydersline Medical Practice
SA

9. What Health Professionals say about using My Aged Care e-Referrals continued...

Emma Zanker, a Practice Nurse Coordinator at Goydersline Medical Practice in South Australia, now regularly uses e-Referrals to refer patients to My Aged Care for an assessment.

Emma recommends other practices try My Aged Care e-Referrals, as it's a very easy system to use and she now saves around 20 minutes per referral compared to her previous referral method. The referral can be done straight away during a consultation, and the process gets started, it benefits the patient greatly.

How long have you been using My Aged Care e-Referrals?

Six months

How did you previously send referrals to My Aged Care?

Make a referral form on the My Aged Care website

What do you like most about My Aged Care e-Referrals?

It is a very easy referral process. I don't have to go out of the patient's notes to make the referral, as I used to do this on the My Aged Care website. It prepopulates with a lot of patient data, so I only

have to do the questions that are needed for the patient's care. I also like how a record of the referral is put into the patient's notes, so staff no longer have to scan a printed copy in. It is a very seamless process.

How much time do you think you save per referral by using My Aged Care e-Referrals compared to your previous referral methods?

20 minutes.

9. What Health Professionals say about using My Aged Care e-Referrals continued...

“ ...the process (My Aged Care e-Referrals) is very easy and accessible to Practice Nurses and Doctors when the patient is with them it can be done straight away and therefore the referral process gets started for the patient to have assessments/services organised for them... ”

Emma Zanker
Practice Nurse Coordinator
Goydersline Medical Practice
SA

How do My Aged Care e-Referrals benefit patients?

As the process is very easy and accessible to Practice Nurses and Doctors when the patient is with them it can be done straight away and therefore the referral process gets started for the patient to have assessments/services organised for them. It benefits the patient greatly.

Would you recommend My Aged Care e-Referrals to other practices? Why?

I would recommend this to other practices as it is a very easy referral system to use and it has cut down the amount of time spent on making referrals and improves patient care. I also like how there is a record of this automatically put into the patient’s notes so that if needed you can see when the referral has been done.

How easy was it to learn to use e-Referrals?

It was very easy, as it isn’t a long referral system and it helps that it prepopulates patient data so you only need to add in specific information for the referral.

Which Practice Management System do you use?

Best Practice



Dr Eric Davey
General Practitioner
Clarence Medical Centre
Macleans, NSW

9. What Health Professionals say about My Aged Care e-Referrals continued...

Dr Eric Davey has been working as a GP at Clarence Medical Centre in Maclean, New South Wales for nine years. He's been using My Aged Care e-Referral forms for a few months now and highly recommends them to other practices.

What are the benefits of using My Aged Care e-Referrals?

I can ensure the information I feel is important is included and I'm confident the information is going directly to My Aged Care. The e-Referrals are also confidential and easily amended.

What's the number one thing you love most about them?

I get to determine which information is passed onto the My Aged Care team.

How did you previously send referrals?

I faxed them using a template in our medical software.

How does faxing compare with the new e-Referral form?

Faxing was much more time-consuming and less flexible.

Can you imagine going back to the old way?

No.

How do e-Referrals benefit patients?

e-Referrals expedite the referral process so patients are assessed much quicker.

How many e-Referrals do you send on average each week?

About one per week.

How much time do you save using e-Referral forms?

I save about 10-15 minutes per referral.

Are they user-friendly?

Yes.

Did it take long to learn how to use them?

No.

What practice management system do you use?

Best Practice.

Would you recommend e-Referral forms to other practices?

Yes, because e-Referrals can be done seamlessly within a normal consult.

10. Where to get more help?

HealthLink*

For technical support or further information on e-Referrals contact the HealthLink help desk on 1800 125 036 (Option 1)
OR email helpdesk@healthlink.net



For information about My Aged Care, please go to www.myagedcare.gov.au/health-professionals
OR Call the My Aged Care Industry Line on 1800 836 799 (Option 1).

Support information is available for people of different backgrounds and situations, please go to www.myagedcare.gov.au/accessible-all for more information.

To follow up on the status of your patient's referral, you can call:
The My Aged Care Industry Line
on 1800 836 799 (Option 1).