

## Planned Downtime

1. Project team will contact LHD eReferral clinics about the planned time and date the RMS will be down.

2. Incoming referrals will be stored in system during downtime.

3. Triaged eReferrals can be actioned in system when downtime is over and can continue to be manually actioned.  
Clinics will need to develop a process for retrospectively actioning referrals in the RMS when downtime is over.

### **Help for GPs and GP Practices**

GP practices should contact HealthLink as a first point of contact. Escalations should be made to the LHD.

#### HealthLink:

HealthLink on 1800 125 036 or on [helpdesk@healthlink.net](mailto:helpdesk@healthlink.net)

#### LHD contact details:

Log a ticket on this page, or contact the team directly from the details at bottom of page.

[integratedcare.nswlhd.health.nsw.gov.au/ereferrals/ereferrals-help/ereferrals-help-request-page/](https://integratedcare.nswlhd.health.nsw.gov.au/ereferrals/ereferrals-help/ereferrals-help-request-page/)

## Unplanned Downtime

1. Notify the Project team of RMS site downtime

2. Project team will contact HealthLink

3. New and incoming eReferrals will remain in system until downtime is over.

4. Newly triaged referrals can continue to be manually actioned and processed. They will need to be actioned in the RMS later however. Clinics will need to develop a process for actioning referrals in the RMS when downtime is over.

5. Project team will contact clinics when downtime resolved. Clinics will action new referrals and update any eReferrals in RMS that have been actioned from triage when downtime occurred.

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