

# A change to NNSWLHD Faxed Referrals

## New Faxed Referral Coversheet



### Critical information

**From 01 August 2022, all fax referrals to NNSWLHD Outpatient, Community and Allied Services will need a new NNSWLHD fax referral coversheet.**

This will apply to all external referrals to NNSWLHD Outpatient and Community and Allied Health Services from external referrers (eg. GPs).

The coversheet does not replace any existing forms, coversheets or templates: just put the new NNSWLHD coversheet at the front of the referral.

If referrers are using HealthLink eReferrals to these [NNSWLHD services\\*](#) (click this link or use the link in [footer](#)), a coversheet is not needed. Simply continue to use eReferrals as used now.

- The coversheet standardises the information NNSWLHD services receive, reduces the risk of misplaced or lost-in-transit pages, and reduces the time spent obtaining further demographic information and processing referrals.
- The information collected on the coversheet aligns with the NSW Health Outpatient Services Framework Minimum Data Set which NNSWLHD services need to collect.
- The coversheet can be filled out on a computer or by hand in block/capital letters.
- You can download it as a PDF version from this page: <https://bit.ly/NNSWLHD-fax-coversheet>

### Background to the change

- From August, NNSWLHD services already on eReferrals are changing to a new electronic Referral Management System ("eRMS") which will store all referrals (eReferral, fax, phone, walk-in, paper) securely in one place.
- The coversheet allows for automatic digitisation of faxed referrals and will improve referral processing and triage time for patients.
- The solution will allow the LHD to eventually scale up eReferral use and electronic Referral Management to more services.

### New fax numbers

The following services are now using new fax numbers in support of this change. Please update your records accordingly. A link to each service's HealthPathway can be accessed by clicking on the service name.

Service Name	New fax numbers
<a href="#">Lismore Pain Clinic</a>	02 6620 7711
<a href="#">Lismore Knee and Hip Arthritis Service</a>	02 6620 7712
<a href="#">Lismore High Risk Foot Service</a>	02 6620 7713
<a href="#">Integrated Aboriginal Chronic Care</a>	02 6620 7714
<a href="#">Lismore Pulmonary Rehabilitation Service</a>	02 6620 7716
<a href="#">Lismore Respiratory Liaison Service</a>	02 6620 7717

## FROM 01/08/2022 - DON'T FORGET TO USE THE COVERSHEET

Download a version directly below by clicking the buttons or at <https://bit.ly/NNSWLHD-fax-coversheet>

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\*NNSWLHD eReferral-enabled services list here: <https://integratedcare.nswlhd.health.nsw.gov.au/ereferrals/ereferrals-help/>.