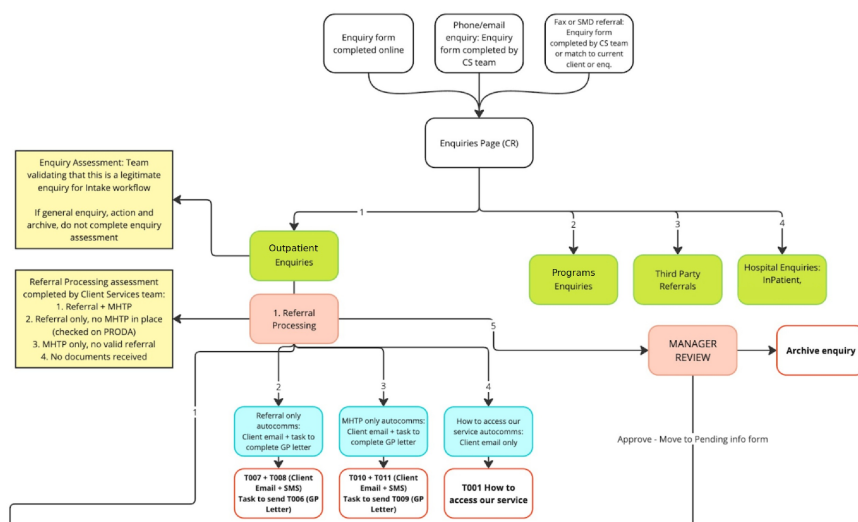


High Volume Referral Triage and Management

Last Modified on 31/03/2025 11:07 am ACDT

Referral management can be complex, with patient enquires and referrals being received via multiple channels.

Example: the starting point of a real world, case management mental health referral triage and workflow.



We recommend customers dealing with a high volume or nuanced referral process utilise a number of the following features:

- [Online Enquiries](#), to present patients with a way to engage with your service
- [Correspondence - Secure Messaging](#), to receive referrals via Healthlink, MedicalObjects or other similar services
- [Workflows](#), to allow your referral team to create a referral process with multiple steps
- [Sharing an Assessment with patients](#), to capture further questions
- SMS or [Email - Create Message Types and Templates](#), to allow your referral team to one-click communicate with a prospective patient using standard language.
- Clinical [Assessments](#), to pre-screen patients for eligibility (ie: a DASS21)

Customising your website with links to CareRight or Secure Messaging options

An example landing page for individuals *wishing to access your services*.

Access services

I am...

Looking for support



Make an enquiry and we will be in contact with you as soon as possible with more information.

[Learn more about our services](#)

Support for another person ⓘ

Make an enquiry:

Individual counselling →

Group counselling →

A health professional



GPs and other health professionals can refer or re-refer clients to our services.

[How to refer](#)

Make a referral →

From a partner hospital



Click below to refer or re-refer a client to our services from one of our partner hospitals.

Make a referral →

Your website can be linked to your CareRight instance, with specific enquiry categories. In this example, the patient is immediately prompted whether if they have a letter of referral available.

Client Details

Required field marked with *

Title

Given Name*

Middle Name

Family Name*

Date of Birth*

Sex*

Mobile Phone*

Email*

Suburb

Postcode

State

Preferred mode of appointments*

* Have you already received a referral from a GP?

Please upload your referral letter if you have this available to you:

File Name:

* Have you already received a Mental Health Treatment Plan from a GP?

In another example, the patient is presented with questions about their level of need or suitability for a specific service

Client Details

Required field marked with *

Title

Select from list

Given Name *

Middle Name

Family Name *

Date of Birth *

Sex *

Select a value

Mobile Phone *

Email *

Suburb / Postcode

Select a locality

State

Select from list

*What is your perinatal status?

I am currently pregnant

My partner is currently pregnant

I have given birth within the last 12 months

My partner has given birth within the last 12 months

I am considering or undergoing assisted conception treatment

I have experienced a perinatal loss

Other

For the third pathway, where secure messaging is available, a number of forms and instructions are presented for external health providers

Once our team has received a referral, we will contact the client to discuss treatment availability and next steps.

General Practitioners



Best Practice referral
Our HealthLink EDI: gidgetfa

[Download now](#)



Medical Director referral
Our HealthLink EDI: gidgetfa

[Download now](#)



GFA referral
For faxed referrals: 02 9460 1551

[Download now](#)

Re-referral templates



Best Practice re-referral
Our HealthLink EDI: gidgetfa

[Download now](#)



Medical Director re-referral
Our HealthLink EDI: gidgetfa

[Download now](#)



GFA re-referral
For faxed referrals: 02 9460 1551

[Download now](#)

Triaging enquiries

See [Online Enquiries and Expressions of Interest](#).

Enquiry to Referral - gathering required information

Main article: [Workflows Overview](#)

An example real world referral triage process, divided into clear stages.

Count	Name	Stage	Oldest	
1	GFA	1.5 Manager Review	4 months	Start
2	GFA	3.0 Intake Review	14 days	Start
5	GFA	4.0 Referral Accepted	about 2 months	Start
1	GFA	5.0 Referral Rejected	about 2 months	Start

Each stage has custom decision tools or one click communication tools built in.

Example: a decision tool on the level of qualification for a provider required, based on answers a patient has provided through the process.

Intake Assessment

Location

Select a Location

Practitioner Qualification

Any qualification

Psychologist only

Clinical psychologist only

GFA Clinician Level

All clinician types (Clinician, WFD, WFD - New)

Clinician + WFD only

Clinician only

Client Category

Expedite

Cat A

Cat B

Next stage

Next Stage

Referral Accepted

Decision Pending

Referral Rejected

Suitable for treatment/care - starting a referral

[Referrals - Overview](#)

Cases, Plans and Entitlements (Outpatient setting)

Where a referral is for ongoing treatment over multiple consultations, we recommend the use of [Cases](#) to model the entire episode of care, and utilising [Plans and Entitlements](#) to track "consumption" of your services, ie; for a Mental Health Treatment Plan; or NDIS provision of services.