

## Podiatry e-Referral Guide for General Practice

The Community Podiatry Service has been designed to give patients with diabetes in Northland with '**moderate**' or '**high risk**' feet access to a Community Podiatry provider. The e-referral gives GP's and Practice Nurses a safe referral pathway to providers, which also facilitates updates of treatment and management plans via the PMS inbox.

Alongside the e-referral the Podiatry Referral Management System (PRMS) is used by podiatrists to manage referrals, record service delivery and communicate with Primary Providers. The PRMS provides NPHO's an effective tool for measuring the use, quality and effectiveness of podiatry services in Northland

Package of care (POC) referrals are designed to reduce the financial barrier to accessing Community Podiatry services in identified patients with diabetic foot complications or risk factors.

Each POC is designed to provide assessment and treatment for the patient according to level of risk identified in the foot check.

It is a requirement that patients will have an up-to-date Diabetes Annual Review and have a completed Diabetes Foot Assessment (advanced form)

***Patients presenting with active ulceration, unexplained hot, red, swollen foot with or without the presence of pain (suspected Charcot foot), severe or spreading infection, or critical limb ischaemia should have an Urgent referral to the Hospital Foot Clinic via NDHB Diabetes e-referral***

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### How to send a NPHO referral

Select the Healthlink icon on tool bar to access forms

Select the 'NPHO Primary Podiatry' link.

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

Of note, Medical History, 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 PRMS as an alert to providers that there may be risks associated with the referral.

Podiatry e-Referrals can be sent by GP's and Practice nurses.

### **Service Providers: Podiatrists**

Podiatry e-Referrals can be sent directly to a specific podiatrist of choice who provides services in the area of the practice. Current information on podiatrist services is available via the Manaia PHO website. <http://www.manaiapho.co.nz/podreferralguidelines>

This same list of podiatrists appears on the e-referral form via the 'Podiatrist 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 Community Podiatry providers are registered podiatrists.

### **Rejected referrals**

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

- The provider decides the current presenting problems do not meet the moderate of high risk 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 referral to DHB podiatrist )

***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 Community Podiatry 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.

## **Assessment and Risk Stratification**

Assessment and risk stratification information should be included prior to sending an e-Referral, and this is a compulsory field. Podiatry Providers are also required by the PRMS to validate the risk stratification at the first visit.

## **Submit – Park - Help**

The submit button sends the referral directly to chosen provider (podiatrist). 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).

## **Messages Generated in inbox**

The e-Referral form creates a 2-way communication pathway between practices and podiatry providers. Besides notifications on acceptance and Entry and Discharge Summary's, it is also possible for providers to send progress updates and/or letters. All of these are sent to the Provider Inbox.

## **Help desk**

If you experience any technical issues (see below) when submitting the e-Referral form please contact Healthlink. [helpdesk@healthlink.net](mailto: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.

[sued@tttpho.co.nz](mailto:sued@tttpho.co.nz)

Phone: 09-407 3581

## 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*