

## ReferralNet FAQs

### **What practice management systems does ReferralNet integrate with?**

ReferralNet can be used with any practice management system, however Medical Director, Best Practice and Zedmed allow patient information to be automatically populated into the referral template.

### **How do I get started?**

*If you already use ReferralNet or Argus* – the templates and the installation instructions can be downloaded from [Raphael Services](#).

*If you do not currently use ReferralNet or Argus* – contact the ReferralNet vendor to install it on your system. ReferralNet can be contacted on 1300 723 938 or [referralnet.support@global-health.com](mailto:referralnet.support@global-health.com)

If you have any issues or questions getting started, you can also email our support link at [referralNetsupport@sjog.org.au](mailto:referralNetsupport@sjog.org.au)

### **Can I use Healthlink or Argus to send a referral?**

Healthlink does not integrate with our systems. Please see above for what to do if you wish to make electronic referrals to our services. Argus is fully interoperable, so you will not need to install ReferralNet to make an electronic referral to our services.

### **Is there a cost to use the system?**

There is no cost to install or send and receive patient information to/from Raphael Services via ReferralNet.

However, if you wish to use ReferralNet to communicate with other healthcare organisations, you will need to purchase a subscription from the ReferralNet vendor Global Health if you do not currently have one.

### **Who do I call if I have any issues making a referral?**

Please contact 1800 292 292 to speak to the Raphael Services location closest to you if you encounter any issues making an electronic referral via ReferralNet.

### **What if I choose not to install ReferralNet or use Healthlink?**

The move to ReferralNet is strongly encouraged to minimise the risk of accidental disclosure of confidential and sensitive patient information.

However, if you would prefer not to use ReferralNet, the referral template can be downloaded from [Raphael Services](#) and will need to be manually populated with information from your system and sent via other means.