



USER MANUAL

Version: PHN

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1. Introduction

rediCASE is a referral and client management system used to capture and report on Mental Health and Alcohol and Drug Programs. rediCASE is provided by a Brisbane company called Redbourne and has been modified to suit Primary Health Network needs in terms of the Department of Health data requirements. The rediCASE system can perform many functions including:

- creating internal and external referrals from General Practitioners and other referral agencies
- delivering secure electronic transfer of referrals and secure messaging to referrers for the progress of referrals
- stepping up and stepping down of client treatment
- automatically routing referrals to the most appropriate service providers, to match patient need
- recording client contacts and treatment
- collection of the Primary Mental Health Care Minimum Data Set and Alcohol and Other Drug National Minimum Data Set compliance with activity reporting to Primary Health Network for contracted service providers
- calculation and creation of invoicing and payment processes based on service provider activity
- activity reporting at service provider- and PHN level.

Primary Mental Health Care Minimum Data Set

The Primary Mental Health Care Minimum Data Set (PMHC MDS), mandated by the Department of Health, outlines the requirements for data collection and reporting for each Primary Health Network (PHN). It is the responsibility of the PHNs to ensure that these collection and reporting requirements are met by all contracted providers of client mental health services. Further information can be accessed at <https://docs.pmhc-mds.com>

Alcohol and Other Drug Treatment Services – National Minimum Data Set

The Alcohol and other drug treatment services national minimum data set (NMDS) is nationally mandated for collection and reporting.

Publicly funded government and non-government agencies providing alcohol and/or drug treatment services. Including community-based ambulatory services and outpatient services.

The following services are currently not included in the coverage:

- services based in prisons and other correctional institutions;
- agencies that provide primarily accommodation or overnight stays such as 'sobering-up shelters' and 'half-way houses';
- agencies that provide services concerned primarily with health promotion;
- needle and syringe programs;
- agencies whose sole function is to provide prescribing and/or dosing of methadone; and
- acute care and psychiatric hospitals, or alcohol and drug treatment units that report to the Admitted patient care NMDS and do not provide treatment to non-admitted patients.

Clients who are on a methadone maintenance program may be included in the collection where they also receive other types of treatment.

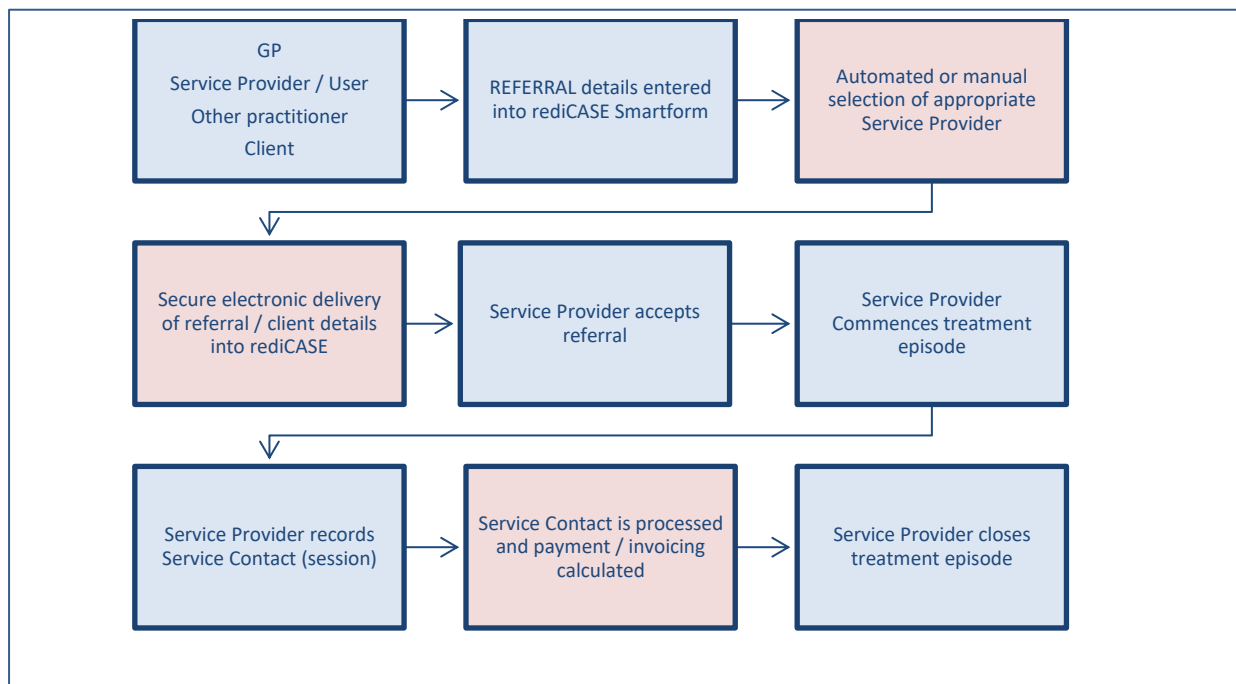
2. PHN Procedures and Processes

Data ownership

The PHN is the data custodian of information entered into rediCASE and has access to referral, client and MDS data. The exception to this is if you elect to record your clinical notes and progress notes in rediCASE. These notes cannot be accessed by PHN users of the system.

Invoicing and payment for clinical activity

Service contact activity entered in rediCASE may be utilised by the PHN to calculate and create invoicing for your service. If the PHN utilises rediCASE payment processing, Recipient Created Tax Invoices (RCTIs) are created and stored within rediCASE against client activity. Outline of referral processes:



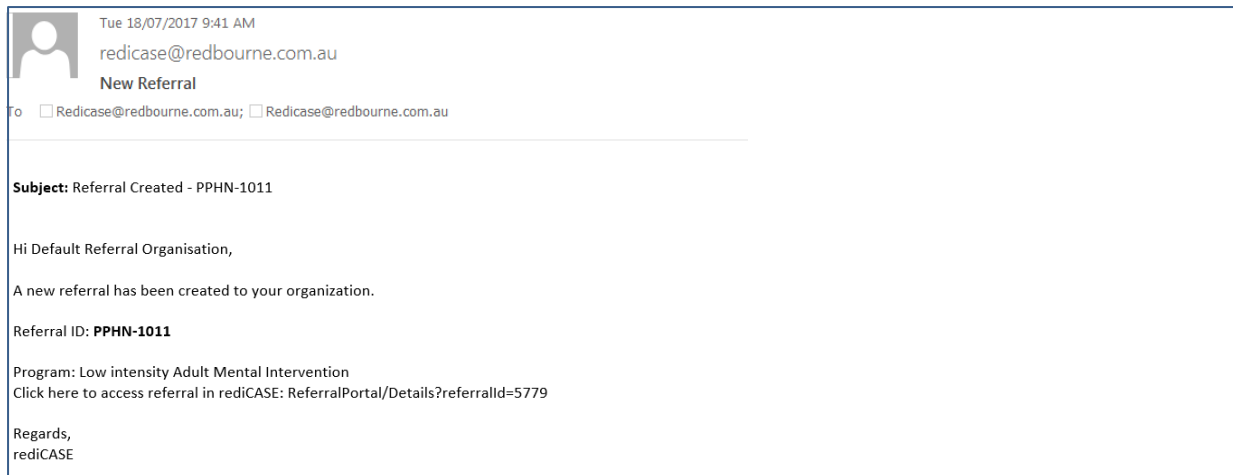
3. FOR REFERRAL ORGANISATIONS

This section is for commissioned service providers, end user providers that receive and enter treatment data into rediCASE. For PHN / Subcompany/Consortium providers please refer to Section 4.

3.1 Receiving, viewing and actioning a Referral

Email Notification of a Referral

Your organisation will be notified by email every time a referral has been sent to you in rediCASE.

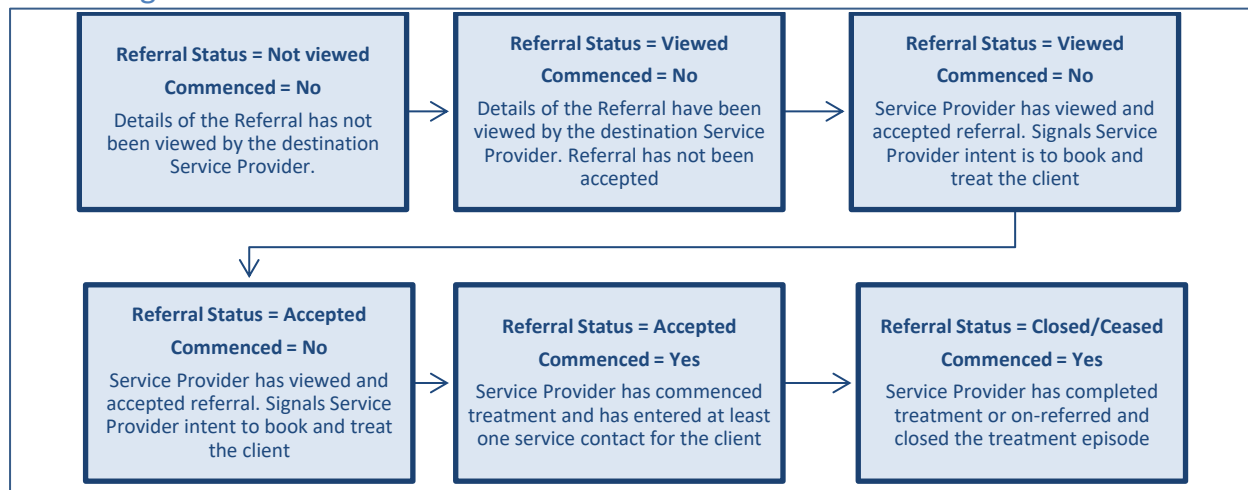


Search Received Referrals

After you have received an email notification, you can log into rediCASE and action the referral. The referral should be Accepted and then Commenced once you see the client. You also have the option of Declining the referral. The referral status displays in rediCASE reflect the current stage of the referral. The referral and commencement status can be viewed on the Search Sent /Search Received Referrals pages.

	Referral Number	Service Type	Referral Date	Recipient Organisation	Client	Referral Status	Comm...	On Hold	Assigned To	Created By	Days Since Last Action...
Details	1387	PHN MHAOD	03/07/2017	Port Family Practice	Test Test	Closed/Ceased	No	No	Unice Practitioner	Mali Sengupta	29
Details	1384	PHN MHAOD	19/06/2017	Port Family Practice	Test Test	Not Viewed	No	No	Victor Practitioner	Mali Sengupta	29
Details	1381	PHN MHAOD	01/07/2017	Port Family Practice	Alpha TestPrintEmail	Not Viewed	No	No	Xander Practitioner	Karen Wolanski	29
Details	1380	PHN MHAOD	01/06/2017	Port Family Practice	Test ReferralDateEdit	Accepted	No	No	Zelda Practioner	Karen Wolanski	30
Details	1366	PHN MHAOD	30/06/2017	Toowong Private Hospital	Patient Test	Accepted	Yes	No	Toowong User	System User	32

Usual Stages of the Referral



Additional stages in the referral that may be seen include:

Declined - This indicates a referral that has been sent to a Service Provider and declined. In some exceptional cases you may not be able to Accept the referral due to issues such as conflict of interest.

On-Referred - This indicates a referral that has been on-referred (step up or step down) to another service provider.

Viewing and Accepting a Referral

To view all received referrals, click on the Referral module on the top right and select "Search Received Referral". As a Service Provider user, upon login, you will automatically be navigated to the Search Received Referral page.

All referrals for your organisation will be displayed on this screen. The most recent referrals will be displayed at the top of the list. From this screen you may:

- Search for individual clients by typing in the search fields (and clicking on Search)
- Sort the list of displayed referrals by clicking on any of the column titles.
- Click through pages of referrals
- View the details of any referral by clicking on the Details link. You can commence data entry for a client here

Search for individual clients – type here and click search

Sort list by clicking on column title

Click through pages of referrals

View the details of referral by clicking on Details

Action	Referral Number	Referral Service Type	Created On	Sending Organisation	Client	Referral Status	Forensic	Referral Outcome	Assigned To	Created By	Days since last actioned
	1254	Counselling	17/06/2017	Redbourne	One Alpha	On-Referred	Not Forensic		Toowong User	Toowong User	1
Details	1263	Counselling	16/06/2017	Redbourne	Simon Smartformprint	Accepted	Not Forensic		Toowong User	Erin Menhinitt	1
Details	1260	Counselling	09/06/2017	Redbourne	test test	Accepted	Not Forensic		Toowong User	Erin Menhinitt	9
Details	1253	Counselling	02/06/2017	Redbourne	Bugs Bunry	Viewed	Not Forensic		Toowong User	System User	16
Details	1254	Counselling	02/06/2017	Redbourne	Leela Taronga	Viewed	Not Forensic		Toowong User	System User	16
Details	1253	Counselling	02/06/2017	Redbourne	Marge Simpson	Accepted	Not Forensic		Toowong User	System User	1
Details	1252	Counselling	01/06/2017	Redbourne	Homer Simpson	Accepted	Not Forensic		Toowong User	Erin Menhinitt	16
Details	1251	Counselling	01/06/2017	Redbourne	Jane Phone	Accepted	Not Forensic		Toowong User	System User	17

Accepting and Commencing Treatment of a Client

To commence recording treatment on a client, click the Details link of a referral from the Search Received Referrals page. The ACTIONS tab will be displayed for the selected client.

Declining a referral

rediCASE will allow you to Decline a referral if the referral or the client is inappropriate for your service. This should be only in exceptional circumstances, such a conflict of interest or capacity issues (e.g. extended appointment wait times). Click on the DECLINE button and include a reason from the menu.

The screenshot shows the 'Sent Referral No: 1411' with status 'Not Viewed, 296, 'Astley, Rick', 03/08/1965, (Redbourne)'. Below this is a tabbed interface with 'Actions', 'History', 'Notes', and 'Documents'. The 'Actions' tab is active, showing a 'What do you want to do?' section. A red arrow points from the 'Decline' button to the 'Decline Referral?' dialog box. The dialog box has a 'Reason for decline' dropdown menu with the following options: 'Please Select...', 'Client ineligible - accessing MDS', 'Client ineligible - accessing NDIS', 'Client ineligible - other', 'Unable to contact', 'Client has moved', 'Client declined service', 'Wait list too long', and 'Other'.

3.2 Entering treatment data related to a referral

Commence treatment of a client

To commence recording treatment on a client, View the details of a referral from the Search Received Referrals page. The ACTIONS tab will be displayed for the selected client.

- Click on the **Record** button to record Call attempts to the client by practitioner
- Select the **Accept** button to commence treatment

Sent Referral No: 1423 Status: Not Viewed, 311, 'Astley, Rick', 19/08/1970, (Redbo)

Other Details

Actions History Notes Documents

What do you want to do?

I want to ACCEPT the referral

I want to DECLINE the referral

I want to Assign to another Practitioner

I want to add a new note to this referral

I want to add a Call Attempt record to this referral

I want to Upload a Document

Accept

Decline

Assign

Add Admin Note

Add Call Attempt

Upload Document

A. Click here to view and edit the client data

Click Accept to commence entering treatment data

Click here to add an Administrative Note (non-clinical note) visible to the PHN

Click here to record Call attempts to the client by practitioner

Edit client data

Include additional client data by clicking on **Edit Client Details** button, typing and clicking on **Save Client Details**. Client demographic data may be accessed / edited at any time during the treatment episode.

- You may tab and type through all fields or use your mouse to move through the data fields.

Received Referral No: 1266 Status: Viewed, 141, 'Rodriguez, Bender', 13/09/1981, (Redbourne)

Details

First Name: Bender Middle Name: B AKA: Rodriguez

Home Phone: 55550000 Mobile Phone: Email:

Gender: Male LBGIT: Please Select... Date of Birth: 13/09/1981 Estimated Date of Birth Flag: Please Select...

Country of Birth: Australia Preferred Language: English Proficiency in Spoken English: Please Select... ATSI Status: Not Stated

PMHC MDS Marital Status: Please Select... Client Tags: Special Conditions:

Add / edit client data by clicking here

Edit Client Details

Accept referral to commence treatment episode

After clicking on the **Accept** button, you may select the **Commence** button to start entering treatment episode data. You would normally click **Commence** once you have seen the client/commenced treatment.

Sent Referral No: 1433 Status: Accepted, 321, 'Dine, Cathy', 13/07/1987, (Redbourne)

Other Details

Actions History Notes Documents

What do you want to do?

I want to Commence the Treatment Episode	Commence
I want to Assign to another Practitioner	Assign
I want to add a new note to this referral	Add Admin Note
I want to add a Call Attempt record to this referral	Add Call Attempt
I want to close the referral episode of care	Close Referral Episode
I want to Upload a Document	Upload Document

Click here to commence entering Treatment data

Click here to close an accepted referral where the client does not want to commence.

Assigning a Lead Practitioner

You will then be asked to confirm if you are the Lead Practitioner? Select Yes / No as appropriate.

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redCASE
HEALTH & COMMUNITY SERVICES

Confirmation [X]

Are you a Lead Practitioner?

Received Referral No: TEST1423 Status: Accepted, 297, 'testkov, client', 01/01/1980, (Redbourne)

Other Details

Actions History Notes Documents

What do you want to do? client testkov

The Lead Practitioner is visible at the top of the Case File screen. The Lead Practitioner can be selected for the first time when entering the Case File data at commencement. The Lead Practitioner can then be reassigned at any time during an open treatment episode by selecting the client – Clicking on the Case File tab and clicking on the EDIT button to update details.

Enter Treatment episode data

You will now be required to enter Treatment episode data. This data should reflect the client at the commencement of the treatment episode.

- Many data items are mandatory and must be entered before saving the record – these are marked *. If data of a mandatory field is not known, or unable to be collected, you can select a “Not stated” option, and edit the data at a later time when further information is known. The “Not Stated” option should only be a temporary result, and must be updated in rediCASE later when the information becomes known.
- rediCASE will list any missed mandatory fields if you try to save before all required information is saved.

Click the **Save and Continue** button when complete.

Enter Service Contact data

You will now be required to enter Service Contact data. This data should reflect the current contact with the client. It is expected that service contact data is entered as soon as possible after the contact. Note that Service Contact data may generate remuneration for the session.

- Many data items are mandatory and must be entered before saving the record. These are marked *. Use a 'Not Stated' option if required.
- You can back enter the service contact date and time where appropriate. NOTE the service contact date must be at least equal to the referral date and not before the referral date.
- You may enter clinical notes by clicking on the tab (optional).
- You may enter outcome tools (eg K10+ or K5) by clicking on the Tools and Screens tab.

Create Service Contact

You have used **2** of **6** approved individual service contacts for this referral

Tabs: Details | **Clinical Notes** | Tools and Screens | Outcomes Report | GP Progress Notes

***Main Service Type:** PHN MHAOD

***Practitioner:** Toowong User

Service Contact Date (dd/mm/yyyy): 18/10/2017

***Service Contact Type:** Structured psychological intervention

Start Time: 09:00 AM **Finish Time:** 09:45 AM

***Service Contact Modality:** Face to Face

***Did the Client Attend (no):** Yes - client (or other scheduled person)

***Client Participation Indicator:** Yes - session did include the client

***Service Contact Participants:** Individual client

***Service Contact Venue:** Service provider's office

***Service Contact Interpreter Used:** No

***Service contact Final:** Further services are planned for the client in the next 12 months

For the purposes of invoicing, please select appropriate service contact type:

Session Type: Individual or family consultation attended **Room:** Own Room

Buttons: Cancel Save

Callouts:

- Enter Clinical Notes and outcome tools by clicking on appropriate tab.
- This count may be displayed if there are pre-approved program limits on the number of sessions supplied to a client.
- You can back date the service contact date as appropriate.
- Additional data items may appear at the bottom of screen for the purposes of invoicing
- Enter data and click Save button

Entering subsequent Service Contact data

You should enter a Service Contact for every subsequent session completed with the client (**including client did not attend**). It is expected that service contact data is entered as soon as possible after the contact.

Note: To record a client Did Not Attend - after selecting Practitioner and Date, select Service Contact Type = No Contact Took Place. This will prepopulate the appropriate fields.

At any time, you may access a client record from the Search Received Referrals page by clicking on the Details link of the appropriate client. Click on the **Add Service Contact** button to enter subsequent service contacts.

Received Referral No: 1360 Status: Accepted, 249, 'Doe, John', 02/06/2017, (Redbourne)

Other Details

Tabs: Actions | **Service Contacts** | Case File | History | Notes | Documents

What do you want to do?

- I want to add a new service contact
- I want to add a new note to this referral
- I want to add a Call Attempt record to this referral
- I want to close the referral episode of care
- I want to Step Up/Down the referral
- I want to Upload a Document

Buttons:

- Add Service Contact
- Add Admin Note
- Add Call Attempt
- Close Referral Episode
- Step Up/Down
- Upload Document

Callouts:

- Click here to add subsequent service contacts for client
- Click here to Close the treatment episode
- Click here to Step Up / Step Down (on refer) a client
- Click here to Upload a document related to the client / referral

Enter Outcome Screening tools

You can enter the K5, K10+, SDQ outcome screens from the service contact screen. Click on the **TOOLS AND SCREENS** tab to enter data.

NOTE The screens must be associated with a service contact.

Select the appropriate tool or screen in the dropdown menu and clicking on **Go** button.

K10, K5+ SCORES

You can choose to enter the Total score only by clicking on the **Only Apply Total Score** field and including a valid score in the **Score** field.

OR you may enter individual outcome answers. rediCASE will validate and provide a total score only when the first 10 questions are entered. You may save at any time. Enter all of the appropriate answers and click on the **Save** button.

Enter the reason for collection

Enter scores for all collected questions.

Click on SAVE TOOL button and then the SAVE button

SDQ SCORE

The SDQ is a licensed outcome tool. rediCASE only allows the capture reason for collection, and pre-calculated sub scores – it does not capture and calculate scores on individual questions. Please refer to <https://sdqscore.org> or contact your PHN for further information regarding scoring and licensing of this tool.

Enter the reason for collection

Enter scores for all collected questions.

Click on SAVE TOOL button and then the SAVE button

The screening tool will be saved to the service contact date.

Create Service Contact

You have used **2** of **6** approved individual service contacts for this referral.

Details Clinical Notes Tools and Screens GP Progress Notes

New Tools/Screens

Create New Tool or Screen Please Select... Select

Tool/Screen	Score	Action
K10+	23	Edit Delete

NOTE: You may also include a tool / screen to an already saved Service Contact by clicking **Edit** on the appropriate record and proceeding to the TOOLS AND SCREENS tab.

Sent Referral No: 1266 Status: Accepted, 141, Rodriguez, Bender, 13/09/1981, (Redbourne)

Other Details

Actions Service Contacts Case File History Notes Documents

[Add Service Contact](#) [View Notes](#)

	Date	Created By	Contact Type	Duration	Venue	Service Contact Participants	Session Type	Payment
View Edit Delete	18/10/2017	Toovong User	Structured psychological intervention	0 h 45 m	Service provider's office	Individual client		
View Edit Delete	18/06/2017	Toovong User	Assessment	0 h 15 m	Service provider's office	Individual client		
View Edit Delete	18/06/2017	Toovong User	Structured psychological intervention	1 h 0 m	Service provider's office	Individual client		

1 - 3 of 3 items

Edit Service Contact

Details Tools and Screens Outcomes Report GP Progress Notes

No tools or screens have been created for this service contact

Create New Tool or Screen SDQ Select

[Cancel](#) [Save](#)

3.3 Service Contacts – Payment for services

If the PHN utilises Payment Processing in rediCASE, all you need to do is record your Service Contact in rediCASE. The system will then provide copies of Invoices (RCTI) to the PHN/Company. Once the Service Contacts have been approved and paid, users can view these RCTI's by clicking on the RCTI# via the Service contacts tab within the referral details page.

rediCASE will display the date the payment run was processed. Please be aware the actual date the funds are deposited in your bank account may be two to three business days later, due to bank processing times.

Sent Referral No: RG1835 Status: Accepted, 724, FEE's, TEST, 28/02/2000, (Redbourne)

Other Details

Actions Service Contacts Case File History Notes Documents

+ Add Service Contact View Notes

⌕	⌕	Date	Practitioner	Contact Type	Duration	Venue	Service Contact Participants	Session Type	Payment
View Edit Delete		13/02/2019	user test	Assessment	0 h 50 m	Service provider's office	Individual client		Rct# 61
View Edit Delete		13/02/2019	user test	Structured psychological intervention	1 h 15 m	Service provider's office	Individual client		Rct# 61
View Edit Delete		13/02/2019	user test	Suicide prevention specific assistance NEC	2 h 10 m	Service provider's office	Individual client		Rct# 61
View Edit Delete		13/02/2019	user test	Clinical care coordination/liaison	1 h 25 m	Service provider's office	Individual client		Rct# 61
View Edit Delete		13/02/2019	user test	Structured psychological intervention	1 h 5 m	Service provider's office	Individual client		Rct# 61
View Edit Delete		13/02/2019	user test	Suicide prevention specific assistance NEC	0 h 45 m	Client's Home	Individual client		Rct# 61

1 - 6 of 6 items

RCTI Details

Invoice No: 61 Invoice Date: 15/02/2019

Fee Id	Session Date	Referral No.	Practitioner	CIL Id	Practitioner Category	Client	Session Type	Surch... Type	Fee Amt	Surch... Amt	Gst	Total Exc. T...	Total Inc. Ta
16970	11/01/2019	RG1817	user test	53242	Social Worker	MichelleTEST REFERRAL	Individual	Own Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16989	13/02/2019	RG1750	user test	52101	Social Worker	Lola Test Referral	Individual	Own Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16990	13/02/2019	RG1750	user test	52101	Social Worker	Lola Test Referral	Individual	Community Service Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16982	13/02/2019	RG1828	user test	53262	Social Worker	LeanneTEST Referral	Individual	Own Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16983	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16984	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16985	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16986	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16987	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16988	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00

1 - 10 of 10 items

Close

3.4 Closing a Treatment Episode

Closing a client Treatment Episode

You may close a client treatment episode at the completion of a Service Contact, or at any time from the ACTIONS tab.

Please Note: Before closing any treatment episode, please ensure that all client data is up to date, and the 'not stated' option is replaced with known client data.

After entering a Service Contact, you may choose to close a treatment episode by selecting **Service Contact final: No further services are planned for the client in the current episode.** Select **Yes** to **Do you want to close this episode of care?** This will also close the treatment episode.

Create Service Contact

You have used 3 of 6 approved individual service contacts for this referral.

Main Service Type
PHN MHAOD

Practitioner
Toowong User

Client:
Bender Rodriguez

Service Contact Date (dd/mm/yyyy)
25/10/2017

Service Contact Type
Structured psychol

Start Time
10:00 AM

Service Contact M
Face to Face

Did the Client Att
Yes - client (or oth

Client Participation Indicator
Yes - session did include the client

Service Contact Participants
Individual client

Service Contact Venue
Service provider's office

Service Contact Location
CHERMSIDE QLD 4032

Service Contact CoPayment
\$ 0

Service Contact Interpreter Used
No

Service contact Final
No further services are planned for the client

Do you want to close this episode of care?
Yes

Please click on the Tools and Screens tab to enter outcome scores

At any time, you may close a client treatment episode by accessing a client record from the **Search Received Referrals** page and clicking on the Details link of the appropriate client. Click on the **Close Referral Episode** button in the ACTIONS tab.

Received Referral No: 1319 Status: Accepted, 10, 'Simpson, Homer', 25/10/1977, (Redbourne)

Other Details

Actions Service Contacts Case File History Notes Documents

What do you want to do?

I want to add a new service contact **Add Service Contact**

I want to add a new note to this referral **Add Note**

I want to add a Call Attempt record to this referral **Add Call Attempt**

I want to close the referral episode of care **Close Referral Episode**

I want to Step Up/Down the referral **Step Up/Down**

I want to Upload a Document **Upload Document**

You will be required to select the appropriate **Reason for Completion**, and Completion date then **Close**.

Close Referral Episode of Care

Reason for Completion
Episode closed administratively - client could not be contact

Completion Date
18/06/2017

Cancel **Close**

Re-Opening a Treatment Episode

A referral (episode / Case File) may be reopened by the PHN/commissioning provider. This may be because;

- The episode was closed in error
- The episode was closed, and the client has re-presented for treatment under the original referral.

3.5 Non-Clinical Activity – Actions tab

The Non-Clinical Activity button will be located in the Actions tab of the referral details page as below.

Sent Referral No: BNE_NTH12325 Status: Not Viewed, RETE0200-1, 'Redbourne, Test', 19/02/2000, (Brisbane North PHN)

Other Details

Actions History Notes Non-clinical Documents

What do you want to do?

I want to ACCEPT the referral	Accept
I want to DECLINE the referral	Decline
I want to Assign to another Practitioner	Assign
I want to assign this referral to another Referral Organisation and Practitioner	Assign to Referral Organisation
I want to Upload a Document	Upload Document
I want to set Referral as Inactive	Make Referral Inactive
I want to record non-clinical activity to this referral	Non-Clinical Activity

Using the Non-Clinical Activity action

When user wants to record Non-Clinical activity to a referral record – Simply click on the 'Non-Clinical Activity' button. The Create New Non-Clinical Activity window will display.

Data items include:

- *Practitioner* who completed the Non-Clinical Activity
- *Non-Clinical Activity date (Mandatory)* the date activity took place
- *Non-Clinical Activity description:* dropdown menu select (Administration, Appointment booking, Case Management, Clinical notes, Contact - attempted incomplete, Contact - complete, Contact - Followup / Reminder, Coordination, Data entry, Information collection, Meeting, Reporting, Support, Travel)
- *Start and finish times*
- *Non-Clinical Activity type:* Dropdown menu select (Computer, Email, Face to Face, Paperwork, SMS, Travel, Videoconference/Webinar)
- *Contact Direction:* dropdown menu select (Inbound, Outbound)
- *Outcome:* dropdown menu select (Appointment made, Call back, Contact made, Completed, Did not proceed, Left Message, Needs followup, No Contact, Ongoing, Other)
- *Other Details* a free text field to include any additional comments

Complete all Mandatory and appropriate fields and hit Save.

Create New Non-Clinical Activity

Details

Practitioner: test userLD2

Client: Test Redbourne

*Non-clinical activity Date: 15/02/2019

Non-clinical activity description: Clinical notes

Start Time: 09:00 AM

Finish Time: 09:20 AM

Non-clinical activity type: Computer

Contact direction: Please Select...

Outcome: Please Select...

Other Details: Practitioner entering clinical notes into database after session with client

Cancel Save

Once Saved, all Non-Clinical Activity will be recorded in the Non-Clinical tab. Users can view/edit/delete non-clinical activity.

redCASE
HEALTH & COMMUNITY SERVICES

Administration Referral Profile & Help

Sent Referral No: BNE_NTH12325 Status: Not Viewed, RETE0200-1, 'Redbourne, Test', 19/02/2000, (Brisbane North PHN)

Other Details

Actions History Notes **Non-clinical** Documents

	Date	Duration	Practitioner	Non-clinical activity description	Non-clinical activity type	Outcome
View Edit Delete	22/02/2019	0 h 5 m	testuser LD	Contact - complete	Face to Face	Appointment made

1 - 1 of 1 items

Reporting non-clinical activity

Saved non-clinical activity data will NOT be included in Service Contact submissions within the PMHC-MDS (Strategic Data) report as it is assumed to be out of scope.

Non-clinical activity raw data will be included as part of the Administration – Reports – PHN Data Dump Service Contacts.

3.6 Reports and Roles

Your commissioning PHN/Company will determine the availability of reports to your Organisation. Different reports will become available depending on the Users Role in rediCASE, these roles and reporting capabilities are as follows;

- External Organisation Admin role
 - Active Clients Report
 - Activity by Service Contact List
 - PHN Data Dump – Episodes
 - PHN Data Dump – Service Contacts
 - Referrals Statistical Report
- External Organisation Role
 - Active Clients Report
 - Activity by Service Contact List

Accessing Reports


To access reports, navigate to the Administration Module > select Reports.




This will take users to the Reports page. Select a report from the list and click GO. Each report will have different filters and options to select from.

Available reports

Active Clients Report

The Active Clients report displays all of the clients at your Organisation who currently have active (open) records in rediCASE.



 Administration
  Referral
  Profile & Help

Reports



Select Report

Active Clients Report

 Go

Program

Psychological Services

 Download Report
  Export Excel

First Name	Surname	Date of Birth	Program	Days Since Last Service Contact	Area	Agency
Aaron	Lane	05/09/1986	Psychological Services	363	North Brisbane	Redbourne
Jane	Phone	01/01/1983	Psychological Services	356	North Brisbane	Redbourne
Homer	Simpson	11/06/1985	Psychological Services		North Brisbane	Redbourne

The exported client data will be displayed in Excel in the following format;

	A	B	C	D	E	F	G
1	FirstName	Surname	DateOfBirth	ProgramName	NumberOfDaysSinceLastServiceContact	CatchmentAreaName	CompanyName
2	Aaron	Lane	05/09/1986	Psychological Services	363	North Brisbane	Redbourne
3	Jane	Phone	01/01/1983	Psychological Services	356	North Brisbane	Redbourne
4	Homer	Simpson	11/06/1985	Psychological Services		North Brisbane	Redbourne

Activity by Service Contact list

The Activity by Service Contacts List displays information on all Service contacts (sessions) made for the specified report date range.

Reports

Select Report

Activity by Service Contact list


 Go

Date From

 Date To

Practitioner

Please Select...

 Export to Excel

Search

Provider Organisation	Program	Lead Practitioner	Provider	First name	Surname	Service Contact Date	Duration	Referral Number	Referral Status	Service Contact Modality	Service Contact Participants	Service Contact Postcode	Service Contact Type	Service Contact Venue
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	test	test	09/06/2017		1260	Accepted	Telephone	Individual client		Assessment	Service provider's office
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	test	test	09/06/2017		1260	Accepted	Face to Face	Family / Client Support Network		Structured psychological intervention	Other primary care setting
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	test	test	09/06/2017		1260	Accepted	Face to Face	Family / Client Support Network		Structured psychological intervention	Other primary care setting
Toowong Private Hospital	Mental Health Nursing in Brisbane North (MHNIB)		Margaret Wells	Clayton	Arbuckle	13/06/2017		1255	Accepted	Face to Face	Client group		Other psychological intervention	Headspace Centre
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	Jane	Phone	15/06/2017		1251	Accepted	Face to Face	Individual client		Other psychological intervention	Headspace Centre

PHN Data Dump – Episodes

The PHN Data Dump – Episodes report, provides a data dump of all Clients demographical and referral (episode) data that has been recorded in rediCASE. The report shows 1 row per referral episode.

Users can select how they want their data to be displayed in the excel spreadsheet by Text Values, Code Values or Text and Code Values.

Note: Code Values are the values (numerical figure) that each PMHC MDS item is given.

E.g. Country of birth = Australia (text value) / 1101 (code value)

Reports

Select Report

PHN Data Dump - Episodes
Go

Referral Date From

01/05/2018

Referral Date To

31/05/2018

Report Template

Text values only

Download Report

Referral_date	Referral_Number	Referrer_Name	Referrer_Telephone	Referrer_Fax	Referrer_Pr	Referrer_Email	Referrer_F	Referrer_Prac	Referral_Completion	Status	Client_ID	Client_firstname
2/05/2018	RG1672	maria psaltis	123456789		666666						RG:52016	Joe
2/05/2018	RG1674	ok	451301355			o.khalaf@cesphn.com.au					RG:52017	ok
2/05/2018	RG1676	dr nick r			41842						RG:52019	Karenreview
2/05/2018	RG1708	referral			referral						RG:52054	referralreferral
10/05/2018	RG1680	Jan Houser	733626263		35246	jhouser@mccurdyhouse.com			Episode Open		RG:52025	Amanda
10/05/2018	RG1681	Emelio Duncan	784563265		97613	eduncan@pluqld.com.au					RG:52026	Madison
10/05/2018	RG1682	Clary Shield	736985214		3905720	clary@shield.com			Episode Open		RG:52027	Edward
10/05/2018	RG1683	Jennifer Lawrence	734619764		979877	prac1@lawrence.com					RG:52028	Meredith
10/05/2018	RG1684	Adalind Mercury	739563956		4456453	adalind@mercury.org					RG:52029	Jocelyn
10/05/2018	RG1685	Eden Stefanovic	733267293		79635	eden@stefanovic.com			Episode Open		RG:52030	Michael
10/05/2018	RG1686	Lionel Harding	738159426		44878453	lionel@prestigenmd.org			Episode Open		RG:52031	Wendell
10/05/2018	RG1687	Melania Goodwin	734567893		674512	mel@goodwinsupport.org			Episode Open		RG:52032	Gagandeep
10/05/2018	RG1688	Alfred Wimbleton	49526318		13346	alfredw@mindfulwellness.org			Episode Open		RG:52033	Amber
10/05/2018	RG1689	Oscar Green	732695841		66456	oscar@greenpsych.com.au			Episode Open		RG:52034	Hamish
10/05/2018	RG1690	Dave Ramsay	739142873		34557486	dave@ramsayandjones.org			Episode Open		RG:52035	Tori
10/05/2018	RG1691	Elise Manson	739546283		7895	emanson@freshview.com			Episode Open		RG:52036	Moby
10/05/2018	RG1719	jack dempsy	66655841			dev@redbourne.com.au			Episode Open		RG:52067	Rodney
16/05/2018	RG1698	Derek Sivers	736598563		4864	derek@siversorg.com.au					RG:52044	Ryan
16/05/2018	RG1699	Joshua Fields Millburn	735594646		489633	josh@millburn.com					RG:52045	Jessica
16/05/2018	RG1700	Emerald Smith	73239468		7986	emerald@helpmehelpu.com					RG:52046	Jason
16/05/2018	RG1701	Penelope Romero	733149898		1313	promero@shinebrightau.com					RG:52047	Janella
16/05/2018	RG1702	Don Bell	733393335		4631954	don@feelgoodau.com			Episode Open		RG:52048	Miranda
16/05/2018	RG1703	Jodie Winter	733065656		4864151	jodie@hereandnow.com					RG:52049	Hamish

PHN Data Dump – Service Contacts

The PHN Data Dump –Service Contacts report, provides a data dump of an organisations Service Contacts recorded in rediCASE. The report shows 1 row per referral episode.

Similar to the PHN Data Dump – Episodes report, users can select how they want their data to be displayed in the excel spreadsheet by Text Values, Code Values or Text and Code Values.

An additional filter has also been provided, Program name.

This report requires users to enter a Referral Date from and to.

Reports

Select Report PHN Data Dump - Service Contacts Go

Referral Date From Referral Date To

Program Alcohol Dependence
Another new progr
ATAPS Cairns NQ
B-MIND Group - Tod Deselect All

Report Template Please Select...

[Download Report](#)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P		
1	Referral_date	Referral_f	Referral_End Date	Referral_c	Referral_Client_fir	Client_sui	Client_DOB	SLK		Referral_f	Referral_Recipient	Organisation	Location	Referral_f	Referral_s	Referral_c	EpisodeID	ServiceCo
2	1/02/2018	RG1651			Kurt	Cobain	22/02/1985	OBIUR220219851	28	Grafton				1108	3	#####	RG:41167	RG:83586
3	10/05/2018	RG1691			Moby	Lethibridge	9/09/1989	ETIOB090919891	401	Port Macquarie				1108	3	#####	RG:41189	RG:83589
4	10/05/2018	RG1686			Wendell	Jones	5/08/1962	ONSEN050819621	401	Port Macquarie				1108	3	#####	RG:41190	RG:83590
5	10/05/2018	RG1686			Wendell	Jones	5/08/1962	ONSEN050819621	401	Port Macquarie				1108	3	#####	RG:41190	RG:83591
6	10/05/2018	RG1690			Tori	Maloney	31/12/2001	ALNOR311220012	401	Port Macquarie				1108	3	#####	RG:41193	RG:83594
7	10/05/2018	RG1689			Hamish	Ashmore	15/03/1986	SHOAM150319861	401	Port Macquarie				1108	3	#####	RG:41195	RG:83596
8	1/07/2017	1368			Bravo	Tweed	22/12/1980	WEDRA221219801	401	Port Macquarie				1109	3	#####	RG:41200	RG:83602
9	1/07/2017	1370			Delta	Tweed	4/04/1999	WEDEL040419999	401	Port Macquarie				1109	3	#####	RG:41206	RG:83603
10	1/06/2017	1380			Test	ReferralD	22/12/1988	EFRES221219881	401	Port Macquarie				1109	3	#####	RG:39036	RG:83604
11	10/05/2018	RG1688			Amber	Lennon	12/09/1994	ENOMB120919942	401	Port Macquarie				1108	3	#####	RG:41202	RG:83605
12	10/05/2018	RG1688			Amber	Lennon	12/09/1994	ENOMB120919942	401	Port Macquarie				1108	3	#####	RG:41202	RG:83606
13	10/05/2018	RG1689			Hamish	Ashmore	15/03/1986	SHOAM150319861	401	Port Macquarie				1108	3	#####	RG:41195	RG:83607
14	10/05/2018	RG1689			Hamish	Ashmore	15/03/1986	SHOAM150319861	401	Port Macquarie				1108	3	#####	RG:41195	RG:83608
15	10/05/2018	RG1689			Hamish	Ashmore	15/03/1986	SHOAM150319861	401	Port Macquarie				1108	3	#####	RG:41195	RG:83609
16	10/05/2018	RG1691			Moby	Lethibridge	9/09/1989	ETIOB090919891	401	Port Macquarie				1108	3	#####	RG:41189	RG:83612
17	10/05/2018	RG1688			Amber	Lennon	12/09/1994	ENOMB120919942	401	Port Macquarie				1108	3	#####	RG:41202	RG:83615
18	10/05/2018	RG1680			Amanda	Heathrow	5/12/1985	EAHMA051219852	401	Port Macquarie				1108	3	#####	RG:41216	RG:83617
19	1/01/2018	RG1607	25/05/2018		Rose	Lopez	26/06/1996	OPZOS260619962	401	Port Macquarie				1109	6	#####	RG:41219	RG:83619
20	1/01/2018	RG1606			Steve	Miller	18/08/1980	ILET180819801	401	Port Macquarie				1109	3	#####	RG:41220	RG:83620
21	2/01/2018	RG1630			Tammy	Taylor	26/07/1981	AYOAM260719812	401	Port Macquarie				1108	3	#####	RG:41224	RG:83623
22	16/05/2018	RG1702			Miranda	Claire	18/06/1991	IABIR180619912	401	Port Macquarie				1108	3	#####	RG:41222	RG:83624

Referrals Statistical Report

The Referrals Statistical Report displays a standard aggregated statistical report for your Organisation. Users can select from different cohorts to report on – see below.

Reports

Select Report Referrals Statistical Report Go

Date From 01/05/2018 Date To 30/06/2018

Referral cohort Total number Go

Referral Received Date From Please Select...

- Total number of referrals received for period
- Total number of referrals Accepted within the period
- Total number of referrals Declined within the period
- Total number of referrals that have Commenced for the period
- Total number of referrals that were Open at any time during the period
- Total number of service contacts
- Total number of ceased / closed referrals for the period

The report will be displayed as a downloadable PDF.

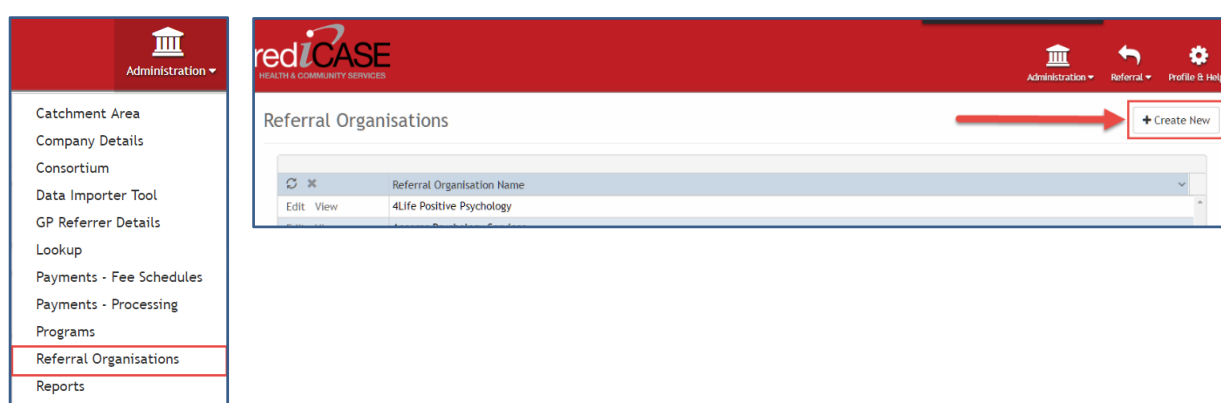
Referral Statistical Report		
Agency: Redbourne		Report Period: 01/05/2018 to 30/06/2018
Program: All		Received Referrals Period: 01/05/2018 to 30/06/2018
Age	Count	% of Total
< 18	1	14.29
18 - 24	1	14.29
25 - 29	1	14.29
30 - 34	1	14.29
35 - 39	1	14.29
40 - 44	1	14.29
45 - 59	0	0.00
> 60	1	14.29
Gender	Count	% of Total
Male	4	57.14
Female	2	28.57
Not Stated/Unknown	1	14.29
Indigenous Status	Count	% of Total
Aboriginal but not Torres Strait islander origin	1	16.67
Torres Strait Islander but not Aboriginal Origin	1	16.67
Both Aboriginal and Torres Strait Islander origin	1	16.67
Neither Aboriginal nor Torres Strait Islander origin	1	16.67
Not Stated	2	33.33

4. FOR PHN/COMPANY USERS

This section is for PHN / Subcompany/Consortium providers that are required to create, assign and oversee referrals to multiple receiving end user providers. For commissioned service providers that receive and enter treatment data into rediCASE. please refer to Section 3.

4.1 Creating Referral Organisations

To create a Referral Organisation (provisioned PHN Service Provider, click on Administration > Referral Organisations > Create new.



PMHC MDS require each referral organisation to have the following mandatory fields completed. For definitions and scope of these data items, please refer to <https://docs.pmhc-mds.com>

- Referral Organisation name
- Legal Name
- State
- ABN#
- Provider Type.

Edit Referral Organisation

General

Users

Locations

Bank Details

Areas

Site

Referral Organisation Name

Chermside Psychology



Legal Name

Chermside Psychology

Address Line 1

960 Gympie Road

Address Line 2

Suburb

Chermside

State Name

Queensland



Postcode

4032

Phone

07 3364 5555

EmailAddress

louisd@redbourne.com.au

ABN

11 223 491 505

Provider Organisation Type

Private Allied Health Professional Practice



Receive Email Notification



Is Inactive?



4.2 Creating Referral Organisation Users

Setting up Referral Organisation users in rediCASE

The PHN or contracting provider will set up your account and provide permission to access rediCASE. You will receive an email with your user name and link to rediCASE. Shortly thereafter you will receive another email with your password. This password is confidential and cannot be disclosed to any other person. You have the ability to change your password in rediCASE.

To ensure client confidentiality, if a practitioner works for two or more agencies, a separate user name and password will be required to access rediCASE.

4.2.1 Go to Referral Organisation

To create a Service provider user, log on to rediCASE and click on Administration > Referral Organisation. This will display all existing Referral Organisations. Click on the **Edit** button of the organisation you would like to attach the new user to.

The screenshot displays the rediCASE interface. On the left, the 'Administration' menu is open, with 'Referral Organisations' selected. The main area shows a table titled 'Referral Organisations' with a '+ Create New' button. The table lists three organisations, each with 'Edit' and 'View' actions. A blue arrow indicates the path from the menu to the 'Edit' button of the 'About-You-Medical-and-Allied-Health' organisation.

	Referral Organisation Name	
Edit View	1Louis	
Edit View	About-You-Medical-and-Allied-Health	
Edit View	Albert Street Medical	

4.2.2 Create new Referral Organisation user

Navigate to edit referral org page > USERS tab, click on the **Create New** button.

The screenshot shows the 'Edit Referral Organisation' page in the rediCASE system. The 'Users' tab is selected, and the '+ Create New' button is highlighted. Below this, the 'Create New User' form is displayed with the following fields:

User Name	First Name	Surname	Email	Role Name	Approved	Locked Out	Action
Louisqq	louis	qq	louisd@redbourne.com.au	External Organisation Admin Role	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit View Delete

The 'Create New User' form includes the following fields:

- User Name: Homer_Simpson
- Password: [masked]
- Confirm Password: [masked]
- First Name: Homer
- Surname: Simpson
- Email: HJS@redbourne.com.au
- Role: External Organisation Role

A 'Create' button is located at the bottom right of the form.

Follow the prompts and fill in the required fields shown below and click on **Create** button.

A user **ROLE** may be allocated:

- *External Organisation Role* - which allows the user to view all referrals that belong to their Referral Organisation, with limited reports access.
- *External Organisation Admin Role* - which allows the user to view all referrals that belong to their Referral Organisation, with full reports access (most appropriate for Organisation Manager / Team Leader).
- *Practitioner Only* – which allows the user to view only those referrals where they are nominated as Lead Practitioner, or if none, when referral has been assigned to that user.

NOTE: As a suggested standard

1. create User Name as firstname_surname (eg homer_simpson)
- The User name and password should be emailed in separate emails and only to non-generic (user identified) service provider email accounts.
 - The nominated Email address entered in this User field should be non-generic as it will be used by rediCASE for notifications, forgotten password etc.

4.2.3 Password Requirements

Below are the minimum requirements for setting a password in rediCASE:

- MUST be a minimum **9 characters long**
- Contain at least **1 uppercase letter**
- Contain at least **1 lowercase letter**
- Contain at least **1 Number**

4.2.4 Enter appropriate MDS practitioner details (where appropriate)

Ensure the *IsApproved* field is ticked

If user is a Practitioner, ensure the *Is Practitioner* field is ticked.

Ensure the *Practitioner – IsApproved* field is ticked.

Ensure the *Practitioner – Active* field is ticked.

Where appropriate and if known, fill in the Practitioner details. This information will be extracted and passed as part of the PMHC-MDS data items.

Click on the REFERRAL tab > Service Type SELECT ALL button and then **Save User Details**.

4.2.5 Attach a practitioner user to a Program

If the user you have created is a Practitioner, the user will now need to be attached to at least one Program to allow appropriate referrals to be sent to them. Click on the LOCATIONS tab and click on the **Edit** icon next to the appropriate Location.

Navigate to USERS tab. Select the new user from the +Add User drop down list and click the **Add User** button. This will populate the User to the *Selected User* table

Edit Location

Location Details **Users**

Homer Simpson ▼ + Add User

Selected Users:

louis qq

User Programs:

▼ + Add Program

Selected Programs

Brisbane MIND [Delete]

123 [Delete]

☐ Inactive Cancel Save

Select the appropriate program from the *User Programs* table and click on the *+Add Program* button. Note a user may be attached to more than one Program. When all Programs are added, click **Save**.

Edit Location

Location Details **Users**

▼ + Add User

Selected Users:

louis qq

Homer Simpson

User Programs:

Psychological Services ▼ + Add Program

Selected Programs

Intake and Assessment [Delete]

☐ Inactive Cancel Save

The new user can now log on to rediCASE.

NOTE: For security purposes, it is advised that the new user change their password at the initial log in.

4.3 Creating Company / Subcompany / PHN Users

Create new PHN/Company level user

To create a new PHN/Company level user, head to the Admin module > Users > Create New

The screenshot shows the rediCASE 'Users' management interface. The left sidebar lists various system modules, with 'Users' highlighted. The main content area displays a table of existing users. A blue arrow points from the 'Create User' button in the top right of the table area to the 'Users' menu item in the sidebar.

	Username	First Name	Surname	Email	Is Approved	Is Locked Out	Referral Organisation Name
Edit	ACRC	ACRC	TEST	redicase@redbourne.com.au	Yes	No	07. CFHP
Edit	admin_simon	Simon	Admin	dev@redbourne.com.au	Yes	No	03. NEAMI
Edit	alliananderson	Allan	Anderson	dev@redbourne.com.au	Yes	No	06. HUB
Edit	alpha_PK01	Alpha	PK01	dev@redbourne.com.au	Yes	No	zzzIUHI Institute for Urban Indigenous Health

Follow the prompts and fill in the required fields shown below and click on **Create** button.

NOTE: Ensure the ROLE = DEFAULT ROLE, for PHN/Company users.

- As a suggested standard, create User Name as firstname_surname (eg homer_simpson)

4.4 Payment Processing, Invoicing and Fee Schedules

Payment for services

rediCASE has the capability to set fee schedules and session cluster counts at a program level. rediCASE will generate Recipient Created Tax Invoices (RCTI's) after a practitioner has entered a Service Contact and the PHN/Company has approved.

4.4.1 Setting up a Fee Schedule

Fee schedules allow a Company / subcompany to:

- Set a fixed number/cluster of service contacts for each program. (This functionality may be used without calculating and processing fee for service invoices, e.g. a commissioned service provider may be block funded).
- Set the Fee amount to be paid either at an individual Practitioners, or the Practitioner category (General Psychologist, Clinical Psychologist, Mental Health worker etc.).

Go to the Administration Module > Select Payments - Fee Schedules > Fee Schedule.

The Create Fee Schedule window will appear. Complete all Mandatory and appropriate fields and hit next.

For data items:

- *Program* is the program that the fee schedule will apply to. There can only be one fee scheduled / program
- *Fee by*: Allows fee / service contact to be set at an individual Practitioner or category (qualification) level.
- *No of sessions in a cluster* will determine the count of service contacts clinician can complete within an episode before workflows will prompt a request for additional service contacts.
- *Max DNA (per cluster)* will determine how many Did Not Attends may be paid a fee within a cluster.
- *Exclude Individual Did Not Attend from cluster count* allow Service contacts that are recorded as Did not attend NOT to contribute to the count of sessions in a cluster.
- *Max Care Coordination* allows a set number of Care coordination sessions to be paid within a cluster.
- *Manual payment* allows Sessions in a cluster to be set WITHOUT applying fee schedules in the next step.

The screenshot shows the 'Create Fee Schedule' form in the rediCASE system. The left sidebar under 'Administration' has 'Payments - Fee Schedules' selected. The form fields are as follows:

- Fee Schedule Name: Example
- Program: Example Program
- Fee By: Practitioner Category
- No. of sessions in a cluster: 6
- Max DNA (per cluster): 1
- Max Care Coordination (per cluster): 0
- Exclude Individual Did Not Attend from cluster count: ☒
- Manual Payment: ☒

Buttons: Cancel, Next

The Fee Schedule is now created.

Users will be taken to the Fee Schedule Items page. Here users will set the fees in dollar amount, these can be set by either individual Practitioner or Practitioner Category depending on selection "Fee By".

The screenshot shows the 'Fee Schedule Items' page. The header includes 'Fee Schedule: Example', 'Program: Example Program', 'No. of sessions in a cluster: 6', and 'Max DNA/cluster: 1'. The 'Current At' is 13/02/2019. A 'Back to List' button is in the top right.

Practitioner Category	Effective From	Ends At	Ind. Rate	Ind. DNA Rate	Grp. Rate	Grp. DNA Rate	Clinical Care Rate
Aboriginal and Torres Strait Islander Health/Mental Health Worker			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Clinical Psychologist			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
General Practitioner			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

The below window will appear > Click on add future rate > and complete the same as above.

Fee Schedules are now set up.

Service Contacts

Now that Fee Schedules have been set up, Practitioners will now see the following 2 additional data items when entering Service Contacts, these are Session type and Room. They will also see a count of how many approved sessions are available here.

NOTE: These items are Mandatory as they are linked to the fee schedule items.

The Service Contact counter will continue to count as each Service contact is entered. If the user continues to enter service contacts past the approved cluster count, these additional sessions will NOT apply a fee until an additional cluster of sessions have been approved by the PHN/Company.

4.4.2 Approving additional sessions

If the user would like to approve additional sessions (further treatment is required), they will be asked when they enter the FINAL session for that cluster (i.e. 6/6), if they would like to have more approved.

Request PHN?
✕

You have reached the maximum approved individual service contacts, do you want to request additional service contacts for this client?

No Yes

When a practitioner selects Yes, the PHN/Company will be notified via email. PHN/Company can navigate to the Referral Module > PHN Referral Tasks > find the task > View > Approve/Reject

Administration Referral

- Step Up Down Search
- PHN Manual Referral
- Search Sent Referral
- Search Received Referral
- Referral Summary
- Referral Notifications [68]
- PHN Referral Tasks
- Draft Referrals

PHN Referral Tasks

List of the referrals which require an action or have a notification ☒ Only Display Unread Tasks

	Referral Number	Notification Type	Recipient Organisation	Program	Created On	Client
✓ Mark as Read View	RG1750	Additional Session Request	Grafton Super Clinic	HealthyMinds NSWNC	13/02/2019	Lola Referral
✓ Mark as Read View	RG1828	Commencing on Referral	Grafton Super Clinic	HealthyMinds NSWNC	13/02/2019	LeanneTEST Referral
✓ Mark as Read View	RG1828	Commencing on Referral	Grafton Super Clinic	HealthyMinds NSWNC	13/02/2019	LeanneTEST Referral
✓ Mark as Read View	RG1828	Referral Accepted	Grafton Super Clinic	HealthyMinds NSWNC	13/02/2019	LeanneTEST Referral
✓ Mark as Read View	RG1835	Referral Accepted	Grafton Super Clinic	Example Program	13/02/2019	TEST FEE's
✓ Mark as Read View	RG1827	Referral Declined	Anita Trendle	HealthyMinds NSWNC	12/02/2019	Test Two
✓ Mark as Read View	RG1826	Commencing on Referral	Grafton Super Clinic	HealthyMinds NSWNC	01/02/2019	Test One
✓ Mark as Read View	RG1826	Commencing on Referral	Grafton Super Clinic	HealthyMinds NSWNC	01/02/2019	Test One

Actions
Service Contacts
Case File
History
Notes
Documents

What do you want to do?

I want to approve or reject additional service contact request

I want to add a new service contact

I want to add a new note to this referral

I want to View/add a Call Attempt record to this referral

I want to close the referral episode of care

I want to Step Up/Down the referral

I want to Upload a Document

I want to set Referral as Inactive

Approve 6 Sessions
Reject

Add Service Contact

Add Admin Note

Add/View Call Attempts

Close Referral Episode

Step Up/Down

Upload Document

Make Referral Inactive

Alternatively, the PHN/Company can Pre-Approve an additional cluster of sessions by entering the referral details > Actions > click on the Pre-Approve.

Actions
Service Contacts
Case File
History
Notes
Documents


What do you want to do?

I want to pre-approve additional cluster of sessions

I want to add a new service contact

Pre-Approve

Add Service Contact


 HEALTH & COMMUNITY SERVICES

Next time the Practitioner accesses the referral post approval, the session count will reflect this, as shown below 6/12. Payments will continue as per normal.

Create Service Contact

You have used **6** of **12** approved individual service contacts for this referral.

Details | Tools and Screens | Outcomes Report | GP Progress Notes

*Main Service Type: PHN MHAOD

*Practitioner: Please Select... Client: TEST FEE's

*Service Contact Venue: Please Select... *Service Contact Location: Please Select...

Service Contact Date (dd/mm/yyyy)

Start typing a suburb/postcode to auto-complete

4.4.3 Payments Processing

Payment Processing involves a few steps. Viewing the sessions entered by practitioners, locking them for payments, Generating a payment summary, and approval for payments.

To access the Payment Processing page > Administration Module > Payments – Processing.

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Administration | Referral | Profile & Help

Payments Processing

Session From: [] Session To: [] Provider Org.: Please Select... Program: Please Select... Practitioner QI: Please Select... Approval: Please Select... Provider Region: Please Select...

View Payment Summary

Export to Excel

Lock	Provider Organisation	Legal Name	ABN	Provider Region	Program	Provider First name	Provider Surname	Provider Qualification	Client Firstname
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	LeanneTEST
<input type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	Lola

Viewing and Locking Service Contacts

The Payments Processing page will display all sessions that have been entered in rediCASE that have NOT been marked as approved. PHN/Company accounts should review all submitted data and applicable fees are relevant for the Service Contact. For each Service Contact, user will need to “Lock” down for payments by checking the Lock check box for each Service Contact, or lock all by clicking here. This temporarily prevents a clinician from editing the existing record while the payment process is being completed.

Export to Excel Lock all

Lock?	Provider Organisation	Legal Name	ABN	Provider Region	Program	Provider First name	Provider Surname	Provider Qualification	Client Firstname
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	LeanneTEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	Lola
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	Lola
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	MichelleTEST

1 - 10 of 10 Items

Lock For Payments Generate Payment Summary

Once Locked, user will see a confirmation message at the top of the page, and should now Generate Payment Summary.

Payments Processing

10 Service contact(s) updated successfully.

View Payment Summary

Session From: Session To: Provider Org.:

Export to Excel

Lock?	Provider Organisation	Legal Name	ABN	Provider Region	Program	Provider First name	Provider Surname	Provider Qualification	Client Firstname
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		Example Program	user	test	Social Worker	TEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	LeanneTEST
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	Lola
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	Lola
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	21 510 905 907		HealthyMinds NSWNC	user	test	Social Worker	MichelleTEST

1 - 10 of 10 Items

Lock For Payments Generate Payment Summary

Payment Summary/Pending Payments

Once a Payment Summary has been generated, users will be navigated to the Pending payments Page. Review the total amount owed to the Referral Organisation, rediCASE calculates this automatically. Check the Approval checkbox and hit Mark as Approved.

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Administration Referral Profile & Help

Pending Payments

Approve?	Provider Name	Legal Name	Fee	Fee Surcharge	Gst.	Total Fee
<input checked="" type="checkbox"/>	Grafton Super Clinic	Grafton Super Clinic	\$1,320.00	\$0.00	\$0.00	\$1,320.00

1 - 1 of 1 Items

Mark As Approved View Payment Summary

A confirmation message will appear.

Confirm

Are you sure you want to approve these payments for sessions? After approval, changes to sessions may result in an adjustment.




No Yes

Payment Summary/Finalised payments

The Payment Summary button can be used to access the Finalised Payments page. This page will display all approved payments which can be viewed, printed or exported to excel.

Finalised Payments

Approved From: Approved To: Run No.: RCTI No.:

Run No.	Approver Firstname	Approver Surname	Approved Date	No. of RctIs	Total Inc. Tax	
26	Erin	Menhinitt	15/02/2019	1	\$1,320.00	
25	Erin	Menhinitt	15/02/2019	1	\$0.00	
24	Erin	Menhinitt	13/02/2019	2	\$220.00	


[Click to View](#)

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Administration Referral Profile & Help

Payment Run Details


Approved by: ErinMenhinitt, 15/02/2019

Select All	RctI Id	Provider Name	Fee	Surcharge	Gst	Total Exc. Tax	Total Inc. Tax	
<input checked="" type="checkbox"/>	61	Grafton Super Clinic	\$1,320.00	\$0.00	\$0.00	\$1,320.00	\$1,320.00	
			\$1,320.00	\$0.00	\$0.00	\$1,320.00	\$1,320.00	

1 - 1 of 1 Items

RctIs (1).zip

RCTI's can be downloaded as PDF in a .zip file, as below.



RECIPIENT CREATED TAX INVOICE

Invoice No: 61
 Date: 15/02/2019

From - Recipient:

Name

 Trading as Redbourne

 Address
 PO Box 492
 Chermside QLD 4031

 Australian business number (ABN):

To - Supplier:

Name
 Grafton Super Clinic

 Address
 2 Clarence Street
 Grafton NSW 2460

 Australian business number (ABN):

SUPPLIES MADE BY SUPPLIER TO RECIPIENT

Session Date	Practitioner	Referral No.	Description of taxable supplies	Value	GST	Price
11/01/2019	user test	RG1817	Individual or family consultation attendedOwn Room	\$150.00	\$0.00	\$150.00
13/02/2019	user test	RG1750	Individual or family consultation attendedOwn Room	\$150.00	\$0.00	\$150.00
13/02/2019	user test	RG1750	Individual or family consultation attendedCommunity Service Room	\$150.00	\$0.00	\$150.00
13/02/2019	user test	RG1828	Individual or family consultation attendedOwn Room	\$150.00	\$0.00	\$150.00
13/02/2019	user test	RG1835	Individual or family consultation attendedOwn Room	\$120.00	\$0.00	\$120.00
13/02/2019	user test	RG1835	Individual or family consultation attendedOwn Room	\$120.00	\$0.00	\$120.00
13/02/2019	user test	RG1835	Individual or family consultation attendedOwn Room	\$120.00	\$0.00	\$120.00
13/02/2019	user test	RG1835	Individual or family consultation attendedOwn Room	\$120.00	\$0.00	\$120.00
13/02/2019	user test	RG1835	Individual or family consultation attendedOwn Room	\$120.00	\$0.00	\$120.00
13/02/2019	user test	RG1835	Individual or family consultation attendedOwn Room	\$120.00	\$0.00	\$120.00
13/02/2019	user test	RG1835	Individual or family consultation attendedOwn Room	\$120.00	\$0.00	\$120.00
TOTALS				\$1,320.00	\$0.00	\$1,320.00

AMOUNT DEPOSITED TO YOUR BANK ACCOUNT \$1,320.00

Page 1 of 2

Adjustments

Service Contacts that have been finalized will be viewed at the Referral - Service Contact level by the display of the RCTI number linked to the record. Click on the RCTI number in a service contact to view the relevant invoice.

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Administration Referral Profile & Help

Sent Referral No: RG1835 Status: Accepted, 724, FEE's, TEST, 28/02/2000, (Redbourne)

Other Details

Actions Service Contacts Case File History Notes Documents

+ Add Service Contact View Notes

⌕	⌕	Date	Practitioner	Contact Type	Duration	Venue	Service Contact Participants	Session Type	Payment
View Edit Delete		13/02/2019	user test	Assessment	0 h 50 m	Service provider's office	Individual client		Rct# 61
View Edit Delete		13/02/2019	user test	Structured psychological intervention	1 h 15 m	Service provider's office	Individual client		Rct# 61
View Edit Delete		13/02/2019	user test	Suicide prevention specific assistance NEC	2 h 10 m	Service provider's office	Individual client		Rct# 61
View Edit Delete		13/02/2019	user test	Clinical care coordination / liaison	1 h 25 m	Service provider's office	Individual client		Rct# 61
View Edit Delete		13/02/2019	user test	Structured psychological intervention	1 h 5 m	Service provider's office	Individual client		Rct# 61
View Edit Delete		13/02/2019	user test	Suicide prevention specific assistance NEC	0 h 45 m	Client's Home	Individual client		Rct# 61

1 - 6 of 6 items

RCTI Details

Invoice No: 61 Invoice Date: 15/02/2019

Fee Id	Session Date	Referral No.	Practitioner	CIL Id	Practitioner Category	Client	Session Type	Surch... Type	Fee Amt.	Surch... Amt.	Gst	Total Exc. T...	Total Inc. T...
16970	11/01/2019	RG1817	user test	53242	Social Worker	Michelle TEST REFERRAL	Individual	Own Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16989	13/02/2019	RG1750	user test	52101	Social Worker	Lola Test Referral	Individual	Own Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16990	13/02/2019	RG1750	user test	52101	Social Worker	Lola Test Referral	Individual	Community Service Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16982	13/02/2019	RG1828	user test	53262	Social Worker	Leanne TEST Referral	Individual	Own Room	\$150.00	\$0.00	\$0.00	\$150.00	\$150.00
16983	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16984	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16985	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16986	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16987	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00
16988	13/02/2019	RG1835	user test	53271	Social Worker	TEST FEE's	Individual	Own Room	\$120.00	\$0.00	\$0.00	\$120.00	\$120.00

1 - 10 of 10 items

Close

Service providers may edit / delete a service contact that has been processed for payment. When doing so the practitioner will be prompted that the edit may effect original payments. Any adjustments of a paid service contacts that effect the original invoiced amount will be viewed in the next Payments Processing cycle.

Locked Records

You may notice on occasion that a client record cannot be accessed for a short period of time (say 5 minutes). This is likely to be during times of processing payments. During the processing of payments rediCASE will lock certain client records. Should you notice this, please wait a few minutes and try again.

4.5 PHN Referral Tasks

PHN Referral Tasks can be found under the Referral module > PHN Referral Tasks

The screenshot shows the rediCASE application interface. On the left, a sidebar menu under the 'Referral' tab includes options like 'Step Up Down Search', 'PHN Manual Referral', 'Service Provider Manual Referral', 'Search Sent Referral', 'Search Received Referral', 'Referral Summary', 'PHN Referral Tasks' (highlighted with a red box), and 'Draft Referrals'. The main content area is titled 'PHN Referral Tasks' and shows a list of tasks. The table has columns: Referral Number, Notification Type, Organisation, Program, Created On, Status, Assigned To, and Created By. The tasks listed include 'Consent on Referral', 'Referral Step Up/Down', 'Referral Accepted', and 'Referral on Hold' for various clients and programs.

PHN Referral Tasks is a referral notifications centre. It can be used to track referral progress and complete referral tasks.

There are several notification types, there are;

1. Additional Session Request

This notification is to advise the PHN/Company that a referral organisation has requested additional sessions to be approved.

2. Client Note

This is to advise that an Admin note has been recorded on the referral.

3. Commencing on referral

This notification is to advise that the referral has Commenced

4. Possible Duplicate Client

This notification is to advise the PHN/Company a referral has been created with similar details (name and DOB) for an existing client referral

5. Referral Accepted/Declined

This notification is sent when a referral status has been updated with the retrospective action of Accept/Decline.

6. Referral on Hold

This notification is to alert the PHN/Company the referral is on hold and has not been released to the referral organisation. [See Hold and Release Referrals](#)

7. Referral Step Up/down

This notification is to advise that this referral is a result of using the Step Up/Down action.

8. Review Referral

This notification is to advise a referral has been created as a Review referral ([see referral form type](#)), which needs to be merged with the original initial referral. *Note: this way of merging referrals is different from using the Merge client's tool.*

Users can view each task by clicking on the View button on the very left-hand column, this will navigate users to the referral details page, where user can complete the task or review the status.

Click the Mark as read button to clear that referral task notification. Users may also check the 'Only Display unread Tasks' to display only unread tasks, uncheck to view all tasks, both read and unread.

PHN Referral Tasks
List of the referrals which require an action or have a notification ☒ Only Display Unread Tasks

	Referral Number	Notification Type	Recipient Organisation	Program	Created On	Client	Referral Status	Assigned To	Created By	Days Since Last Actioned
<input checked="" type="checkbox"/> Mark as Read <input type="button" value="View"/>	BNE_NTH12400	Commencing on Referral	1LouisReFORG	REGRESSION TESTING	29/05/2019	efefw wiefwef	Accepted		Brisbane North Admin	0
<input checked="" type="checkbox"/> Mark as Read <input type="button" value="View"/>	BNE_NTH12400	Referral Accepted	1LouisReFORG	REGRESSION TESTING	29/05/2019	efefw wiefwef	Accepted		Brisbane North Admin	0
<input checked="" type="checkbox"/> Mark as Read <input type="button" value="View"/>	BNE_NTH12377	Commencing on Referral	1 REGRESSION TESTING	REGRESSION TESTING	28/05/2019	wier wier	Accepted		Brisbane North Admin	1
<input checked="" type="checkbox"/> Mark as Read <input type="button" value="View"/>	BNE_NTH12370	Commencing on Referral	1LouisReFORG	REGRESSION TESTING	27/05/2019	Vall Wales	Accepted		Brisbane North Admin	2
<input checked="" type="checkbox"/> Mark as Read <input type="button" value="View"/>	BNE_NTH12399	Referral Step	1 REGRESSION TESTING	REGRESSION TESTING	24/05/2019	Boogie Boy	Not Viewed		Brisbane North Admin	5

4.6 Hold and Release Referrals

As the PHN/Company, users may elect to switch on the Central Intake capability which places referrals created by GPs / Service Provider "On Hold". Referrals on Hold can be scrutinized and released to the intended Service Provider or redirected to another Provider by the PHN as appropriate.

Note – referrals "On Hold" will not be delivered to a Service Provider until released by the PHN. It is recommended that PHN action On Hold referrals as soon as possible to prevent delay of service provider activity.

Setting up Central intake

Central intake is a program-based function. Head to the Admin Module > Programs > Edit program to flag it as 'Central Intake'

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HEALTH & COMMUNITY SERVICES

Administration

Edit Program

Program Name: Psychological Services

Display Practitioners on Referral Form: ☐

Central Intake: ☒

Temporary Closure Flag: ☐

Permanent Closure Flag: ☒

Start Date: 22/10/2018

Temporary Closure Flag	Start Date	End Date	Reason for Closure	Permanent Closure Flag	Start Date	Created By
No				Yes	22/10/2018	Erin

Viewing On hold referrals

As a PHN User, referrals On Hold can be viewed and managed from two separate areas:

1. View Referrals on Hold as part of PHN REFERRAL TASKS

PHN REFERRAL TASKS. This will display all referrals with notifications or requiring action by the PHN. Referrals with *Notification Type: Referral on Hold* are waiting release from the PHN.

Click on View from the Tasks, you will be redirected to the referral details actions page. Hit Release to sent the referral to the original selected provider, or hit Assign and Release to refer to a more appropriate service provider.

Received Referral No: 1379 Status: Not Viewed On Hold, 268, 'Smith, Joanna', 06/06/1987, (Redbourne)

Other Details

Actions History Notes Documents

What do you want to do?

I want to Release the Referral

I want to Assign and Release to another Organisation/Practitioner

I want to add a new note to this referral

I want to add a Call Attempt record to this referral

I want to Upload a Document

Click here to release the referral to the original selected service provider

Click here to assign the referral to a more appropriate service providers and release

2. View Referrals in the REFERRAL -> SEARCH SENT REFERRAL display:

Alternatively, On Hold referrals will be identified in red as On Hold = Yes in the Search Sent Referrals list display. You may also filter by the "Only on Hold" filter.

Click on the Details link next to the referral to proceed to the Actions tab.

Details	Priority	Referral #	Service Type	Referral Date	Recipient Organisation	Sub Company	Client	Date of Birth	Referral Status	Comm.	On Hold	On Referred By	Referral Outcome	Assigned To	Program	Lead Practitioner	Created By	Referrer Name
Details		BNE_NTH12401	PHN MHAD	30/05/2019	TEST Organisation	Brisbane North PHN	rrr rrr	07/05/2019	Not Viewed	No	Yes				Counseling Health		Brisbane North Admin	Brisbane North Admin
Details		BNE_NTH12400	PHN MHAD	01/05/2019	1LoudRefORG	Brisbane North PHN	efefefuefuef	01/05/2000	Accepted	Yes	No				REGRESSION TESTING		Brisbane North Admin	Brisbane North Admin

Review and Release Referral

You may view the details of the referral by selecting View / Details link and viewing the client data and the original referral form by clicking on the client link at the top of the referral and the View PHN Referral Form in the DOCUMENTS tab of the referral.

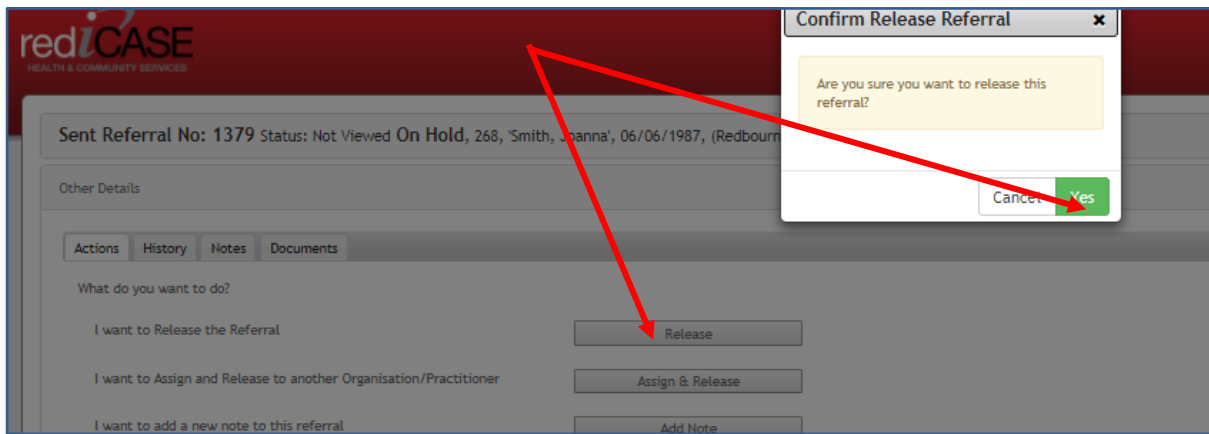
Sent Referral No: BNE_NTH12401 Status: Not Viewed On Hold, 88880519-1, 'rrr rrr', 07/05/2019, AKAs: rr (Brisbane North PHN)

Other Details

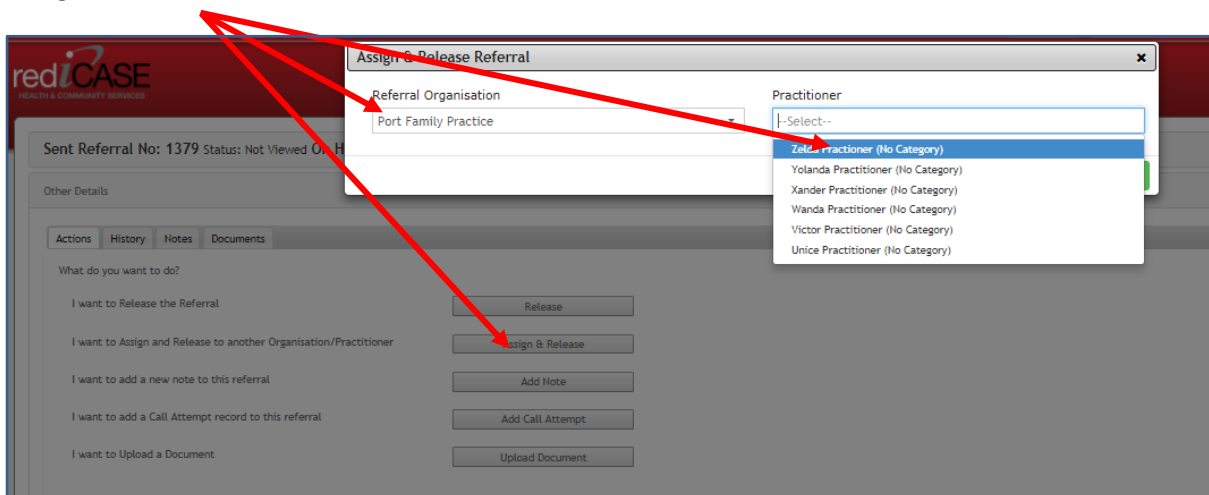
Actions History Notes Documents

View PHN Referral Form

If the selected Service Provider is deemed an appropriate destination for the referral, click on the **Release** button. You will be asked to confirm by selecting the **Yes** in the prompt.



If the selected Service Provider is deemed an inappropriate destination for the referral, click on the **Assign & Release** button.



You will be able to redirect the referral by selecting any Referral Organisation and associated Practitioner and clicking on **Assign & Release** button. The referral will be delivered to the selected Practitioner / Service Provider.

4.7 Referral Form Type – NEW and REVIEW

The Referral Form Type is a radio button control that allows users to choose from 2 options – NEW and REVIEW, each option effects the referral form differently.

New

New means just that, creating a NEW Referral. Referral form workflow will remain the same, complete referral form of all mandatory data > select a Service Provider > Send.

Create Manual Referral

Referral Form Type ☒ New ☐ Review

Referral Date

Client First Name

Client Middle Name

Client Surname

Client Preferred Name

Gender

Date of Birth

Indigenous Status

Language spoken at home

Suicide Risk

Country of Birth

Review

The review option should be used when an existing client/referral record already exists in the database, and the referral documentation is required for a review. For example, a client is referred (New) and seen by a provider for 6 sessions. The client is then required to be seen by their referring GP to extend the number of sessions to 12. The supplementary referral from the second GP visit should be created as a Review referral.

When Review is selected, the referral form will remain the same, enter client details/demographics etc. however, instead selecting a Service Provider – rediCASE will ask users to SAVE REVIEW. When a Referral has been SAVED as REVIEW, Referral will be saved in the Referral Module > PHN Referral Tasks.

Create Manual Referral

Referral Form Type ☐ New ☒ Review

Referral Date

Client First Name

Client Middle Name

Client Surname

Client Preferred Name

Gender

Date of Birth

Administration		Referral	
Step Up Down Search			
PHN Manual Referral			
Service Provider Manual Referral			
Search Sent Referral			
Search Received Referral			
Referral Summary			
PHN Referral Tasks			
Draft Referrals			

PHN Referral Tasks											
List of the referrals which require an action or have a notification <input checked="" type="checkbox"/> Only Display Unread Tasks											
		Referral Number	Notification Type	Recipient Organisation	Program	Created On	Client	Referral Status	Assigned To	Created By	Days Since Last Actioned
<input checked="" type="checkbox"/> Mark as Read	<input type="button" value="View"/>	BNE_NTH12273	Review Referral			21/11/2018	Zed Red	Not Viewed		Brisbane North Admin	0
<input checked="" type="checkbox"/> Mark as Read	<input type="button" value="View"/>	BNE_NTH12266	Commencing on Referral	1 REGRESSION TESTING	REGRESSION TESTING	19/11/2018	Sonia Test	Accepted	Louis Dimech	Louis Dimech	2
<input checked="" type="checkbox"/> Mark as Read	<input type="button" value="View"/>	BNE_NTH12265	Additional Session Request	1 REGRESSION TESTING	MINDCARE	16/11/2018	TSET TEST	Accepted		Louis Dimech	5
<input checked="" type="checkbox"/> Mark as Read	<input type="button" value="View"/>	BNE_NTH12263	Commencing on Referral	1 REGRESSION TESTING	REGRESSION TESTING	15/11/2018	Rekindling TEST	Accepted	Louis Dimech	Louis Dimech	6
<input checked="" type="checkbox"/> Mark as Read	<input type="button" value="View"/>	BNE_NTH12260	Client Note	1 REGRESSION TESTING	MINDCARE	07/11/2018	Alison TESTReferral	Accepted		Louis Dimech	14
<input checked="" type="checkbox"/> Mark as Read	<input type="button" value="View"/>	BNE_NTH12259	Referral Accepted	1 REGRESSION TESTING	MINDCARE	06/11/2018	TEST 5	Accepted		Louis Dimech	15
<input checked="" type="checkbox"/> Mark as Read	<input type="button" value="View"/>	BNE_NTH12257	Referral Accepted	1LouisReFORG	REGRESSION TESTING	06/11/2018	TEST 3	Closed/Ceased	Louis Dimech	Louis Dimech	15

Users will now need to MERGE the Review Referral with the EXISTING Referral record. To do this, from the PHN Referral Tasks page > hit VIEW > user will be navigated to the Referral Actions page. Users can either select New Referral – make this a New Referral or, Merge Referral.

Received Referral No: BNE_NTH12273 Status: Not Viewed, REZE0975-2, 'Red, Zed', 23/09/1975, (Brisbane North PHN)

Other Details

Actions History Notes Documents

What do you want to do?

I want to DECLINE the referral	<button>Decline</button>
I want to add a new note to this referral	<button>Add Admin Note</button>
I want to View/add a Call Attempt record to this referral	<button>Add/View Call Attempts</button>
I want to Upload a Document	<button>Upload Document</button>
I want to make this a new referral	<button>New Referral</button>
I want to merge with an existing referral	<button>Merge Referral</button>

Merge Referral

When user selects the Merge Referral Button, the Select a Client to Merge window pop up will appear. User will need to enter the client name to which they wish to MERGE the existing referral to, select as they appear and confirm.

Select a Client to Merge

zed

- Zed, 23/09/1975, BNE_NTH12272, Accepted
- Zed, 23/09/1975, BNE_NTH12273, Not Viewed

Confirm Action

Are you sure you want to merge Review Referral with existing open Referral?

Cancel Yes

The Review Referral will be merged with the existing referral/client record. Users can find both the original referral and Reviewed Referral in the MERGED referrals Documents tab

Received Referral No: BNE_NTH12272 Status: Accepted, REZE0975-1, 'Red, Zed', 23/09/1975, (Brisbane North PHN) EXIT

Other Details

Actions Service Contacts Case File History Notes Documents

[View PHN Referral Form](#) [Review Referral 21/11/2018](#)

Assessments

Date Commenced	Assessment Type	Agency	Program	Sub Program	Cessation Date	Case Worker	Action
----------------	-----------------	--------	---------	-------------	----------------	-------------	--------

Attachments Upload Document

Date Attached	Document Name	Description	Attached By	Agency	Action	Action
---------------	---------------	-------------	-------------	--------	--------	--------

4.8 Merge Clients (ID's only)

Merge clients is available to PHN/Company users only. It can be found under Admin > Merge Clients

Administration

Company Details
Payments - Fee Schedules
Payments - Processing
Payments - Received
Users
PHN Setup Module
Merge Clients
Search rediCASE Key

redicase
HEALTH & COMMUNITY SERVICES

Administration Referral Profile & Help

Merge/Link Clients

Please search for a parent client using the fields below (Enter either UR code or Surname along with other values to perform the search) - you will be given a choice to select the parent client after the search.

UR Code:
First Name:
Surname:
Date of Birth:
Gender:

Search Parent Client

Using Merge Clients

Merge Clients tool should be used when a possible duplicate client has been found in the system. Users can find possible duplicate clients via notification which can be found under [PHN Referral Tasks](#).

NOTE: This method of merging clients only merges the Client ID's for use when extracting reports. The 2 client referrals will remain separate.

Merging primary and secondary Clients

Users may choose to review those referrals and link them so they understand how a client is accessing the choices of program, an eligibility screen (i.e. sorry you have already been seen by another Service this year) or to look at client outcomes over time through reports.

To merge clients, users can search clients based on the combination of First Name, Surname, UR Code, Date of birth and Gender. At least the UR Code or Surname needs to be entered for performing the search.

Users will need to search a Parent (Primary) client first, and hit select.

redCASE
HEALTH & COMMUNITY SERVICES

Administration Referral Profile & Help

Merge/Link Clients

Please search for a parent client using the fields below (Enter either UR code or Surname along with other values to perform the search) - you will be given a choice to select the parent client after the search.

UR Code:

First Name:

Surname:

Date of Birth:

Gender:

Please select the parent client from the list.

Action	Details	First	Middle	Last	Agency	DOB	Sex	Street	Suburb	State	PCode	Ph#	Mobile#
<input type="button" value="Select"/>	View Summary	qwe	qwe	qwe	Brisbane North PHN	01/06/2018	Intersex		AUSTRALIA SQUARE	New South Wales	1210		
<input type="button" value="Select"/>	View Summary	qwe	qwe	qwe	Brisbane North PHN	05/07/2000	Non Binary/Indeterminate		ARCHER RIVER	Queensland	4871		
<input type="button" value="Select"/>	View Summary	qwe	qweqweqwe	qweqweqweqweqweqwe	Brisbane North PHN	14/05/2018	Decline to answer		BAUDIN BEACH	South Australia	5222		

Once selected users will need to then search the client (secondary) that they wish to merge with the Parent client, hit select.

A confirmation pop up will appear displaying both client details, confirm the Primary client by hitting select and confirm.

Clients

Please compare the clients' information and select a client to be the primary client.
This client's data would be preserved and the following data from the other client would be linked to the selected client before the client merge:

- Treatment Episodes (including all case notes)
- Emergencies
- Alerts
- Allergies
- Documents

Confirm Merge

Are you sure you want to merge the clients:
PRIMARY: qwe qwe [Agency: Brisbane North PHN] and
SECONDARY: qwe qwe [Agency: Brisbane North PHN]

The following items will be moved from the SECONDARY client to the PRIMARY client:

- Treatment Episodes along with the Service Contacts
- Contacts
- Alerts
- Allergies
- Documents

SECONDARY client will be removed from the system.

Select Primary

Select	First	Middle	Last	Agency	DOB	Sex	Street	Suburb	State	PCode	Ph#
<input type="button" value="Select"/>	qwe	qwe	qwe	Brisbane North PHN	05/07/2000	Non Binary/Indeterminate		ARCHER RIVER	Queensland	4871	

4.9 Search Key

The Search Key function allows users to search ClientID, EpisodeID and ServiceContactID supplied in the PMHC MDS extract report to easily locate referrals that need errors amended.

The Search Key tool can be found under Admin > Search rediCASE Key

input the appropriate ID into the field and hit search. Click on the details link to navigate to the Referral details page.

The screenshot shows the rediCASE Administration interface. On the left is a sidebar with navigation links. The main area displays a search form and a results table.

Search rediCASE Key

Client Key: BNE_NTH:48772
 Episode Key:
 Service Contact Key:
 Search

Action	Referral #	Client Name
Details	BNE_NTH1223	que que

1 - 1 of 1 items

4.10 Make Referral Inactive

The make referral inactive is an action located within the referral details page. This action will delete all data associated with the referral including the referral record itself. Users must confirm they are sure they want make this referral inactive – These cannot be recovered.

This action is for PHN/Company use only.

The screenshot shows the rediCASE interface with a referral details page. The 'Actions' tab is selected, and a list of actions is displayed. The 'Make Referral Inactive' button is highlighted with a red box. A red arrow points from this button to a confirmation dialog box.

Confirm Set Referral as Inactive


Are you sure you want to make this referral inactive? This cannot be undone.

Cancel Yes


NOTE: Inactive referrals will NOT display in any reports

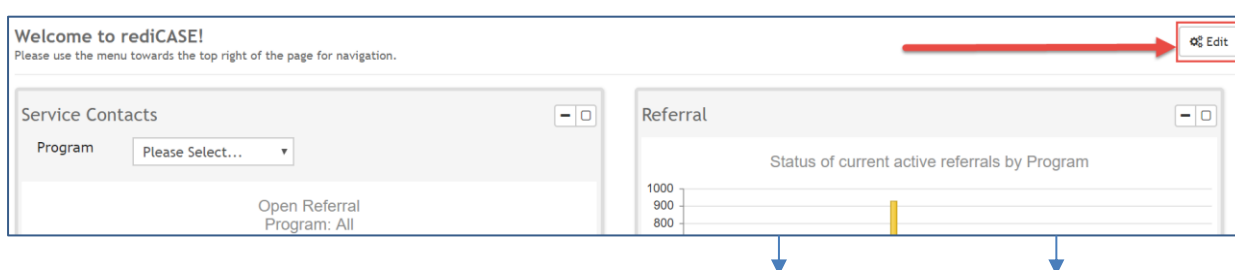
4.11 Widgets and Reporting

4.11.1 Widgets

rediWidgets will be available from the rediCASE home screen. Click the rediCASE  icon to head to the home page. There are 5 available widgets, these are;

1. Open Referrals
2. Not Commenced
3. Referral
4. Referrals Sent
5. Service Contacts

Users can choose to Hide or Show each widget as well as selecting different layouts to suit preference. To do this, click on the Edit icon located on the top left corner  .

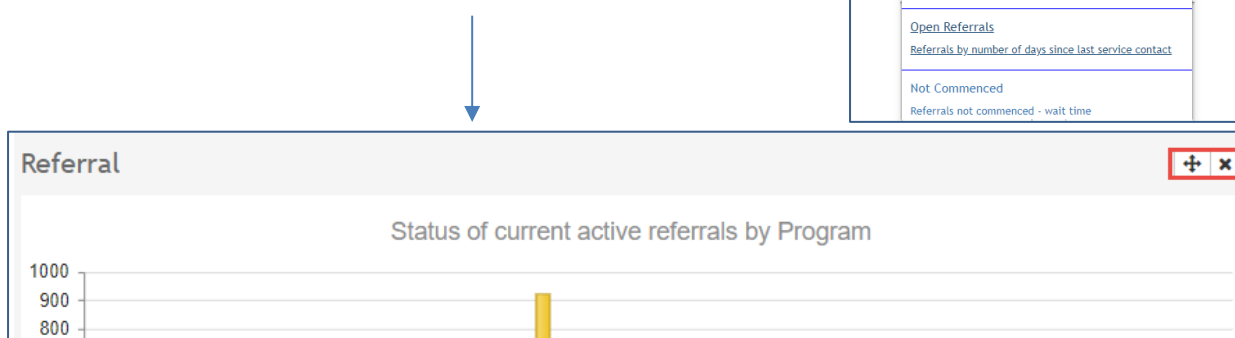


Select a preferred layout.



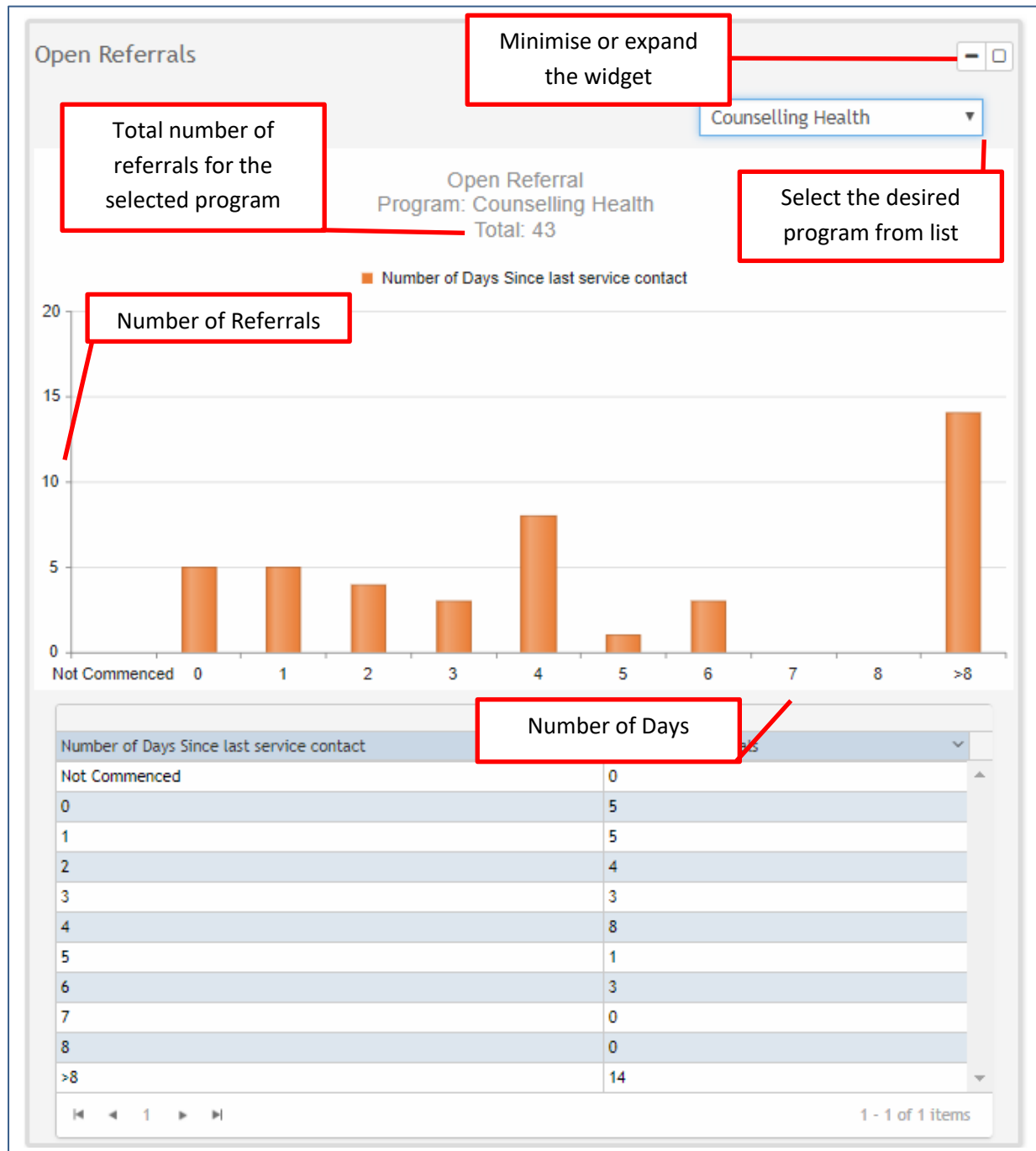
Show which widget to have displayed by clicking on the search widget bar – available widgets will be available here.

Users can move a widget (according on layout selection) by dragging and dropping to the area of choice, and also remove any displaying Widgets by clicking on the x icon for that widget.



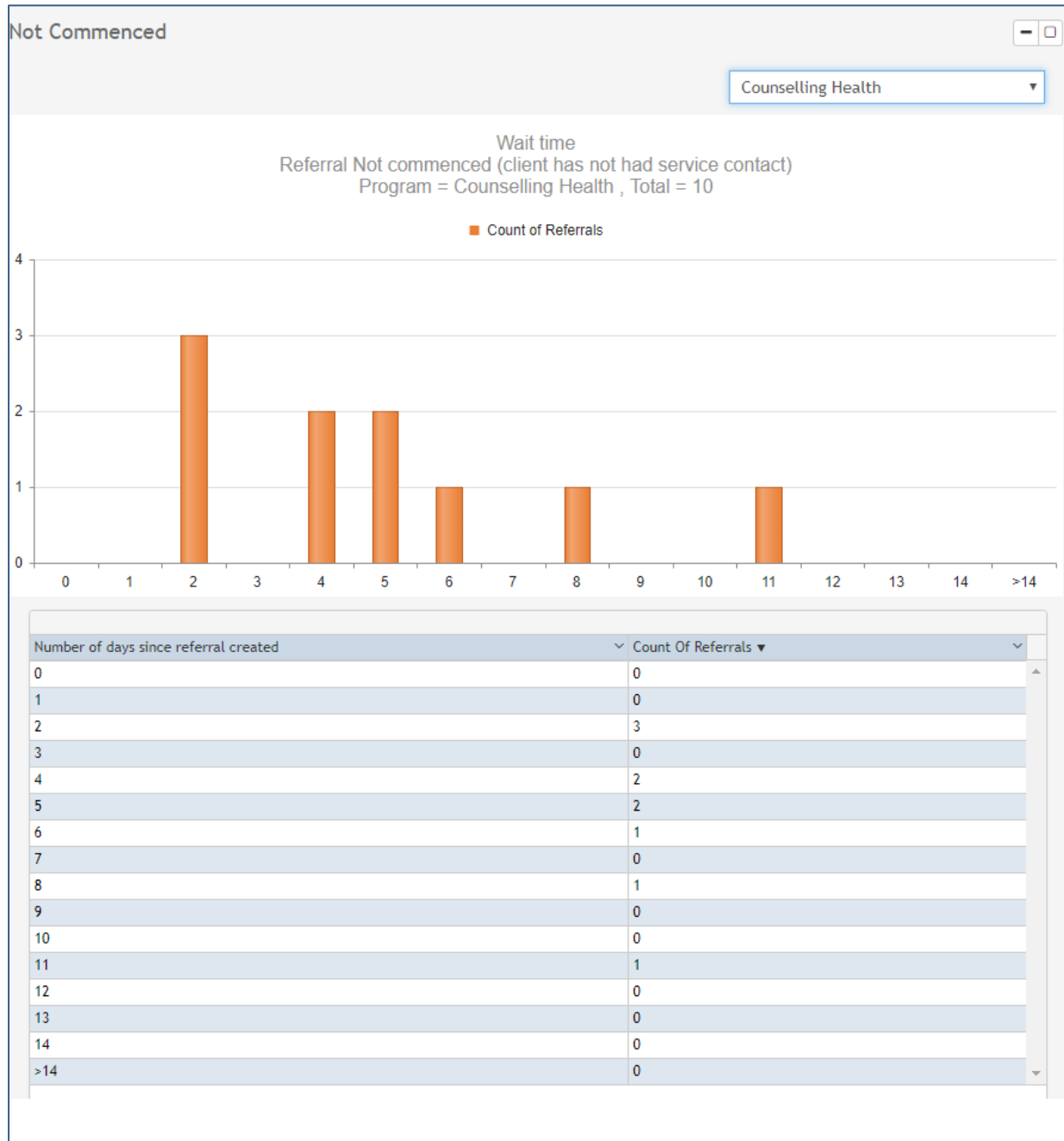
Open Referrals Widget

This widget will display referrals in real time the current count of days since last Service Contact (session) was entered. This will be filtered by the selected Referral Program only.



Not Commenced Widget

This widget will display non-commenced (no sessions recorded) referrals in real time and the current count of days since date of referral. This will be filtered by the selected Referral Program only



Referral Widget

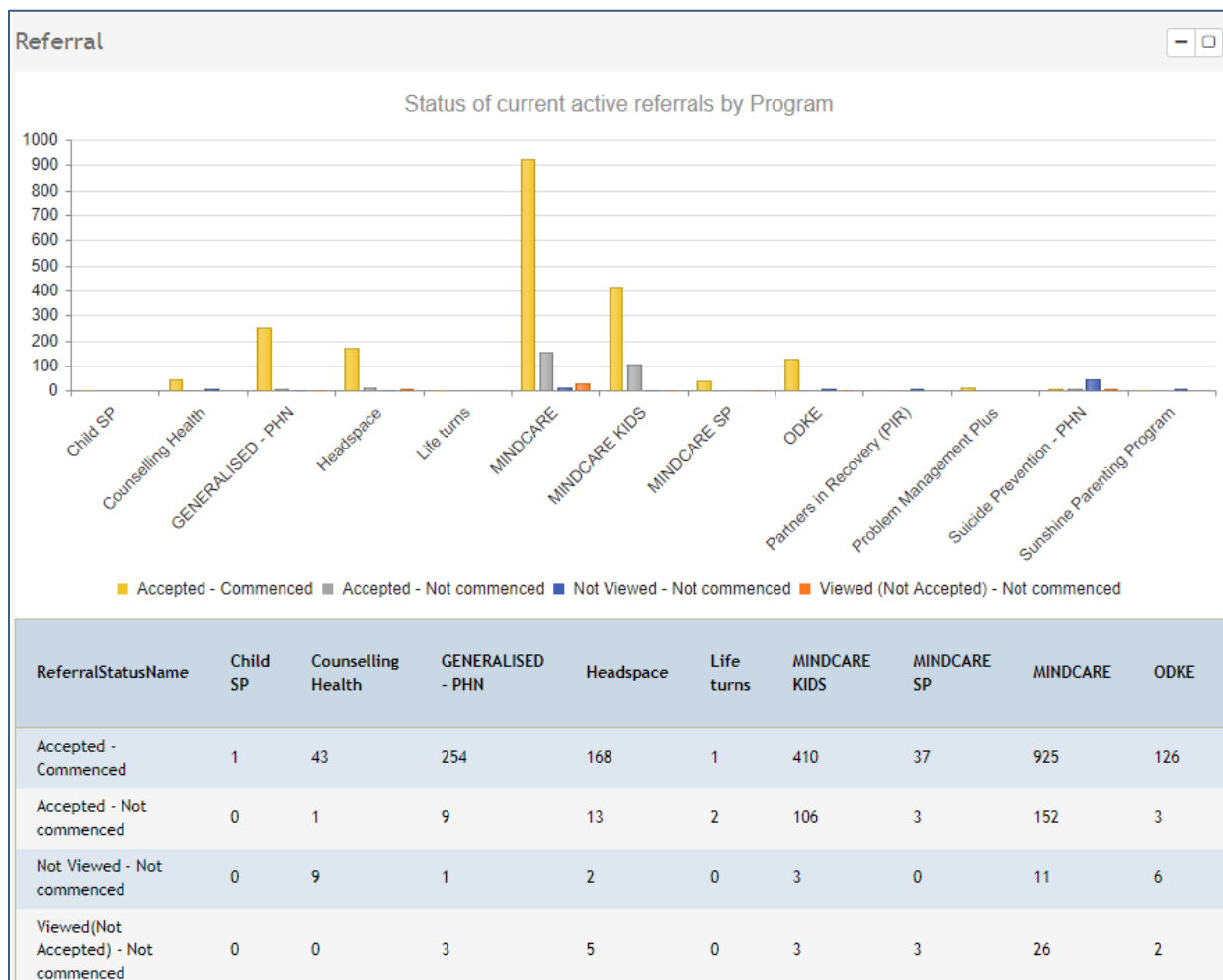
This widget will display referrals in real time the current Status of Commencement by Program. Does not display referrals Closed/Ceased/On-Referred/Declined Status' displayed in this report are as follows;

Accepted – Commenced ■

Accepted – Not Commenced ■

Not Viewed – Not Commenced ■

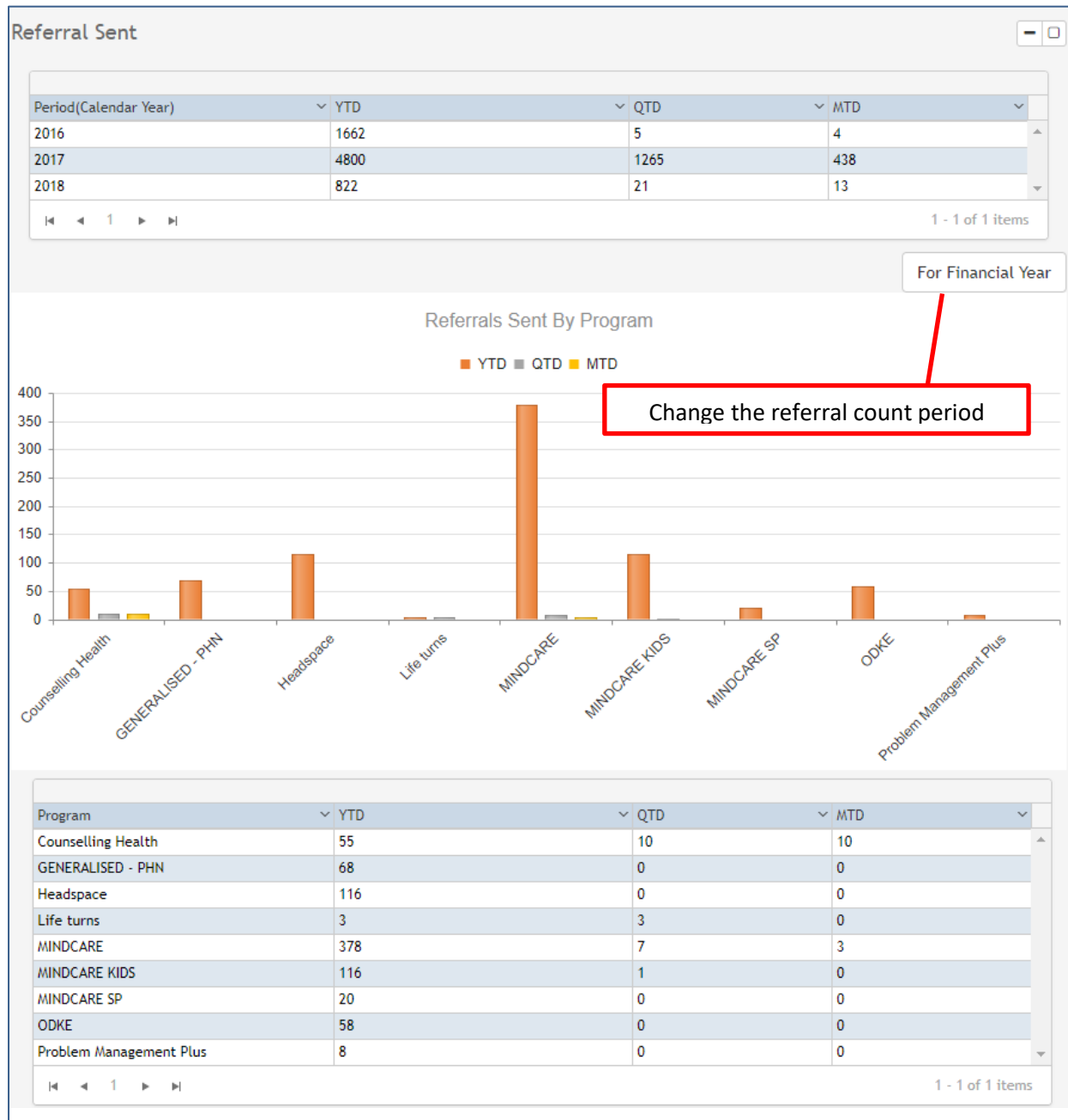
Viewed (not Accepted) – Not Commenced ■



Referral Sent Widget

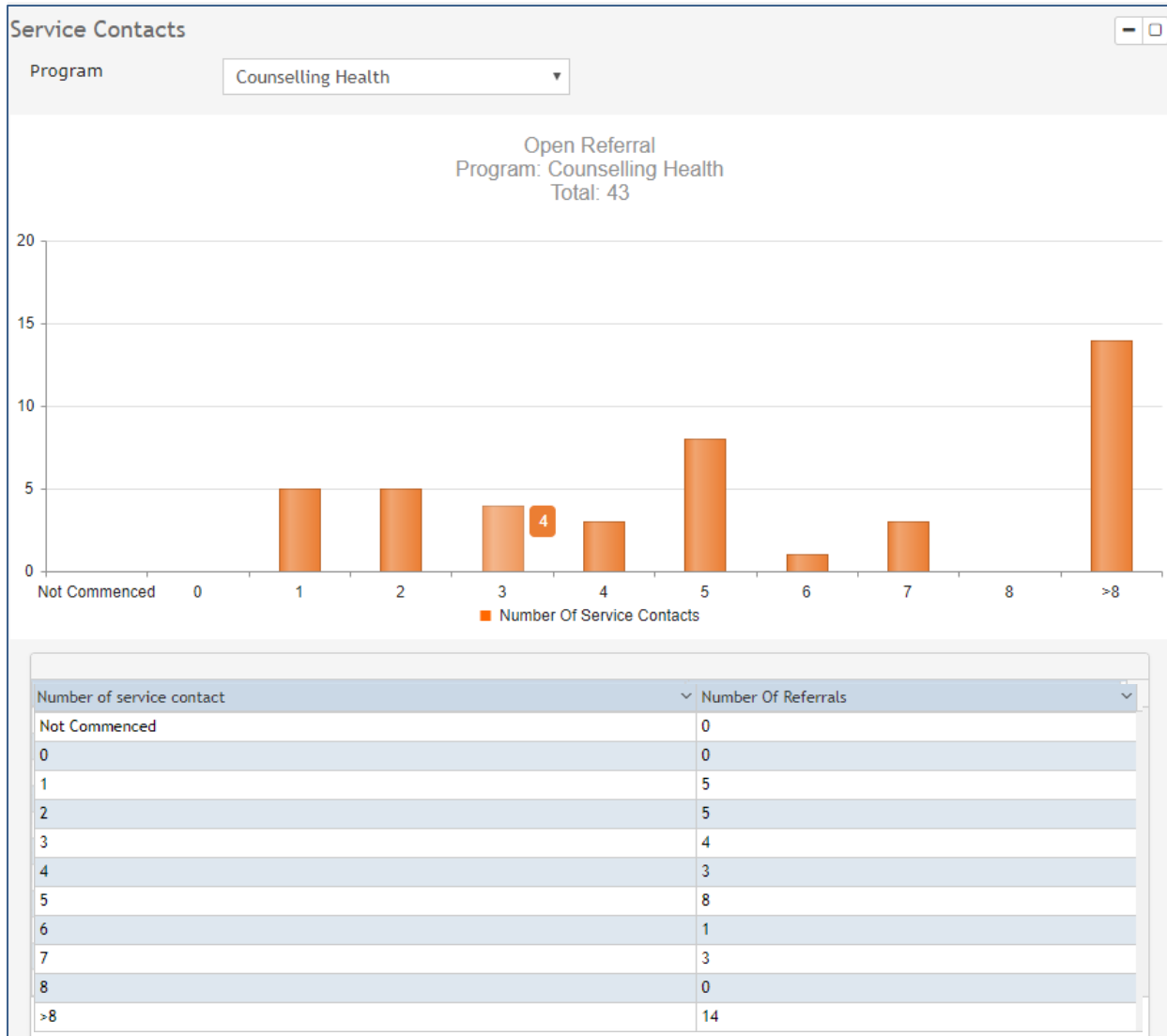
This widget provides a cumulative count of referrals sent (based on Date of referral), count excludes referrals marked as Inactive. All other Referral status' (included Closed, on referred, declined) are included in count.

Data is calculated from start date as determined by display selection (1 Jan if Calendar year, 1 Jul if FY) To today (data is live as of now).



Service Contacts Widget

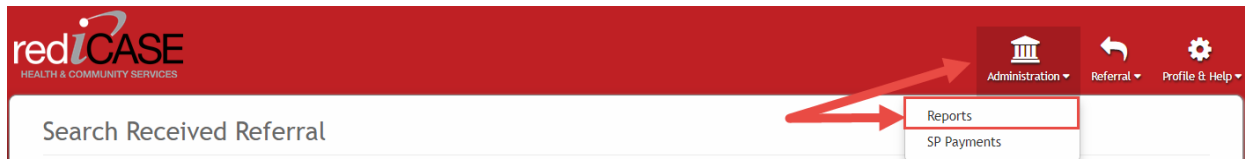
This widget will display referrals in real time the current count of referrals by number of Service contacts by program.



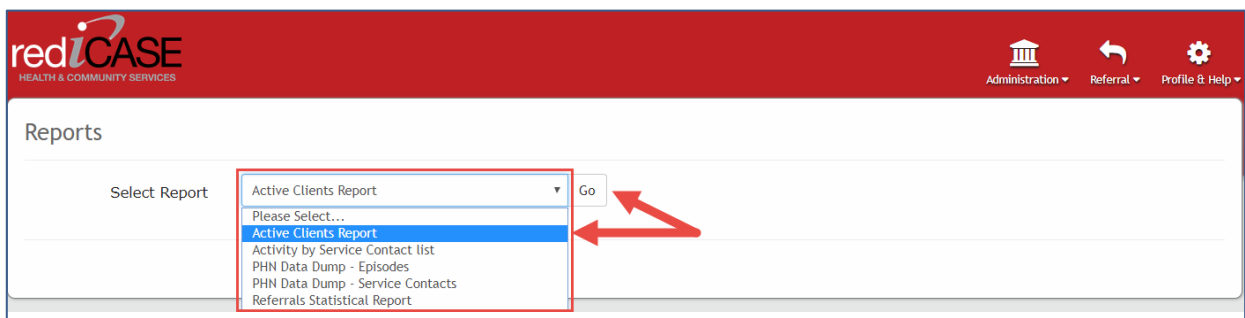
4.11.2 Reports

Accessing Reports

To access reports, navigate to the Administration Module > select Reports.



This will take users to the Reports page. Select a report from the list and click GO. Each report will have different filters and options to select from.



Available reports

Active Clients Report

The Active Clients report displays all of the clients within your Company / Subcompany who currently have active (open) records in rediCASE.

redCASE
HEALTH & COMMUNITY SERVICES

Administration Referral Profile & Help

Reports

Select Report: Active Clients Report Go

Program: Psychological Services

Download Report Export Excel

First Name	Surname	Date of Birth	Program	Days Since Last Service Contact	Area	Agency
Aaron	Lane	05/09/1986	Psychological Services	363	North Brisbane	Redbourne
Jane	Phone	01/01/1983	Psychological Services	356	North Brisbane	Redbourne
Homer	Simpson	11/06/1985	Psychological Services		North Brisbane	Redbourne

The exported client data will be displayed in Excel in the following format;

	A	B	C	D	E	F	G
1	FirstName	Surname	DateOfBirth	ProgramName	NumberOfDaysSinceLastServiceContact	CatchmentAreaName	CompanyName
2	Aaron	Lane	05/09/1986	Psychological Services	363	North Brisbane	Redbourne
3	Jane	Phone	01/01/1983	Psychological Services	356	North Brisbane	Redbourne
4	Homer	Simpson	11/06/1985	Psychological Services		North Brisbane	Redbourne

Activity by Service Contact list

The Activity by Service Contacts List displays information on all Service contacts (sessions) made for the specified report date range.

Reports

Select Report: Activity by Service Contact list Go

Date From: Date To:

Practitioner: Please Select...

Export to Excel Search

Provider Organisation	Program	Lead Practitioner	Provider	First name	Surname	Service Contact Date	Duration	Referral Number	Referral Status	Service Contact Modality	Service Contact Participants	Service Contact Postcode	Service Contact Type	Service Contact Venue
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	test	test	09/06/2017		1260	Accepted	Telephone	Individual client		Assessment	Service provider's office
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	test	test	09/06/2017		1260	Accepted	Face to Face	Family / Client Support Network		Structured psychological intervention	Other primary care setting
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	test	test	09/06/2017		1260	Accepted	Face to Face	Family / Client Support Network		Structured psychological intervention	Other primary care setting
Toowong Private Hospital	Mental Health Nursing in Brisbane North (MHNIB)		Margaret Wells	Clayton	Arbuckle	13/06/2017		1255	Accepted	Face to Face	Client group		Other psychological intervention	Headspace Centre
Toowong Private Hospital	Low Intensity Adult MH Service BN		Toowong User	Jane	Phone	15/06/2017		1251	Accepted	Face to Face	Individual client		Other psychological intervention	Headspace Centre

PHN Data Dump – Episodes

The PHN Data Dump – Episodes report, provides a data dump of all Clients demographical and referral (episode) data that has been recorded in rediCASE. The report shows 1 row per referral episode.

Users can select how they want their data to be displayed in the excel spreadsheet by Text Values, Code Values or Text and Code Values.

Note: Code Values are the values (numerical figure) that each PMHC MDS item is given.

E.g. Country of birth = Australia (text value) / 1101 (code value)

Reports

Select Report

PHN Data Dump - Episodes
Go

Referral Date From
01/05/2018
Referral Date To
31/05/2018

Report Template

Text values only

Download Report

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	Referral_date	Referral_Number	Referrer_Name	Referrer_Telephone	Referrer_Fax	Referrer_Pr	Referrer_Email	Referrer_F	Referrer_Prac	Referral_Completion	Status	Client_ID	Client_firstname	
2	2/05/2018	RG1672	maria psaltis	123456789		666666						RG:52016	joe	
3	2/05/2018	RG1674	ok	451301355			o.khalaf@cesphn.com.au					RG:52017	ok	
4	2/05/2018	RG1676	dr nick r			41842						RG:52019	Karenreview	
5	2/05/2018	RG1708	referral			referral						RG:52054	referralreferral	
6	10/05/2018	RG1680	Jan Houser	733626263		35246	jhouser@mccurdyhouse.com			Episode Open		RG:52025	Amanda	
7	10/05/2018	RG1681	Emelio Duncan	784563265		97613	eduncan@pluqld.com.au					RG:52026	Madison	
8	10/05/2018	RG1682	Clary Shield	736985214		3905720	clary@shield.com			Episode Open		RG:52027	Edward	
9	10/05/2018	RG1683	Jennifer Lawrence	734619764		979877	prac1@lawrence.com					RG:52028	Meredith	
10	10/05/2018	RG1684	Adalind Mercury	739563956		4456453	adalind@mercury.org					RG:52029	Jocelyn	
11	10/05/2018	RG1685	Eden Stefanovic	733267293		79635	eden@stefanovic.com			Episode Open		RG:52030	Michael	
12	10/05/2018	RG1686	Lionel Harding	738159426		44878453	lionel@prestigenmd.org			Episode Open		RG:52031	Wendell	
13	10/05/2018	RG1687	Melania Goodwin	734567893		674512	mel@goodwinsupport.org			Episode Open		RG:52032	Gagandeep	
14	10/05/2018	RG1688	Alfred Wimbleton	49526318		13346	alfredw@mindfulwellness.org			Episode Open		RG:52033	Amber	
15	10/05/2018	RG1689	Oscar Green	732695841		66456	oscar@greenpsych.com.au			Episode Open		RG:52034	Hamish	
16	10/05/2018	RG1690	Dave Ramsay	739142873		34557486	dave@ramsayandjones.org			Episode Open		RG:52035	Tori	
17	10/05/2018	RG1691	Elise Manson	739546283		7895	emanson@freshview.com			Episode Open		RG:52036	Moby	
18	10/05/2018	RG1719	jack dempsy	66655841			dev@redbourne.com.au			Episode Open		RG:52067	Rodney	
19	16/05/2018	RG1698	Derek Sivers	736598563		4864	derek@siversorg.com.au					RG:52044	Ryan	
20	16/05/2018	RG1699	Joshua Fields Millburn	735594646		489633	josh@millburn.com					RG:52045	Jessica	
21	16/05/2018	RG1700	Emerald Smith	73239468		7986	emerald@helpmehelpu.com					RG:52046	Jason	
22	16/05/2018	RG1701	Penelope Romero	733149898		1313	promero@shinebrightau.com					RG:52047	Janella	
23	16/05/2018	RG1702	Don Bell	733393335		4631954	don@feelgoodau.com			Episode Open		RG:52048	Miranda	
24	16/05/2018	RG1703	Jodie Winter	733065656		4864151	jodie@hereandnow.com					RG:52049	Hamish	

PHN Data Dump – Service Contacts

The PHN Data Dump –Service Contacts report, provides a data dump of all Service Contacts recorded in rediCASE. The report shows 1 row per referral episode.

Similar to the PHN Data Dump – Episodes report, users can select how they want their data to be displayed in the excel spreadsheet by Text Values, Code Values or Text and Code Values.

An additional filter has also been provided, Program name.

This report requires users to enter a Referral Date from and to.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P		
1	Referral date	Referral	Referral End Date	Referral	Referral	Client first name	Client surname	Client DOB	SLK	Referral	Referral Recipient	Organisation	Location	Referral	Referral	Referral	EpisodeID	ServiceCD
2	1/02/2018	RG1651				Kurt	Cobain	22/02/1985	OBIUR220219851	28	Grafton			1108	3	#####	RG:41167	RG:83586
3	10/05/2018	RG1691				Moby	Lethbridge	9/09/1989	ETIOB090919891	401	Port Macquarie			1108	3	#####	RG:41189	RG:83589
4	10/05/2018	RG1686				Wendell	Jones	5/08/1962	ONSEN050819621	401	Port Macquarie			1108	3	#####	RG:41190	RG:83590
5	10/05/2018	RG1686				Wendell	Jones	5/08/1962	ONSEN050819621	401	Port Macquarie			1108	3	#####	RG:41190	RG:83591
6	10/05/2018	RG1690				Tori	Maloney	31/12/2001	ALNOR311220012	401	Port Macquarie			1108	3	#####	RG:41193	RG:83594
7	10/05/2018	RG1689				Hamish	Ashmore	15/03/1986	SHOAM150319861	401	Port Macquarie			1108	3	#####	RG:41195	RG:83596
8	1/07/2017	1368				Bravo	Tweed	22/12/1980	WEDRA221219801	401	Port Macquarie			1109	3	#####	RG:41206	RG:83602
9	1/07/2017	1370				Delta	Tweed	4/04/1999	WEDEL040419991	401	Port Macquarie			1109	3	#####	RG:41206	RG:83603
10	1/06/2017	1380				Test	ReferralD	22/12/1988	EFRES221219881	401	Port Macquarie			1109	3	#####	RG:39036	RG:83604
11	10/05/2018	RG1688				Amber	Lennon	12/09/1994	ENOMB120919942	401	Port Macquarie			1108	3	#####	RG:41202	RG:83605
12	10/05/2018	RG1688				Amber	Lennon	12/09/1994	ENOMB120919942	401	Port Macquarie			1108	3	#####	RG:41202	RG:83606
13	10/05/2018	RG1689				Hamish	Ashmore	15/03/1986	SHOAM150319861	401	Port Macquarie			1108	3	#####	RG:41195	RG:83607
14	10/05/2018	RG1689				Hamish	Ashmore	15/03/1986	SHOAM150319861	401	Port Macquarie			1108	3	#####	RG:41195	RG:83608
15	10/05/2018	RG1689				Hamish	Ashmore	15/03/1986	SHOAM150319861	401	Port Macquarie			1108	3	#####	RG:41195	RG:83609
16	10/05/2018	RG1691				Moby	Lethbridge	9/09/1989	ETIOB090919891	401	Port Macquarie			1108	3	#####	RG:41189	RG:83612
17	10/05/2018	RG1688				Amber	Lennon	12/09/1994	ENOMB120919942	401	Port Macquarie			1108	3	#####	RG:41202	RG:83615
18	10/05/2018	RG1680				Amanda	Heathrow	5/12/1985	EAHMA051219852	401	Port Macquarie			1108	3	#####	RG:41216	RG:83617
19	1/01/2018	RG1607	25/05/2018			Rose	Lopez	26/06/1996	OPZOS260619962	401	Port Macquarie			1109	6	#####	RG:41219	RG:83619
20	1/01/2018	RG1606				Steve	Miller	18/08/1980	ILETE180819801	401	Port Macquarie			1109	3	#####	RG:41220	RG:83620
21	2/01/2018	RG1630				Tammy	Taylor	26/07/1981	AYOAM260719812	401	Port Macquarie			1108	3	#####	RG:41224	RG:83623
22	16/05/2018	RG1700				Miranda	Clairj	18/06/1991	LABRI180619912	401	Port Macquarie			1108	3	#####	RG:41222	RG:83626

The Referrals Statistical Report displays a standard aggregated statistical report for your Company/Sub company. Users can select from different cohorts to report on – see below.

Reports

Select Report

Referrals Statistical Report

Go

Date From

01/05/2018

Date To

30/06/2018

Referral cohort

Total number

Go

Referral Received

Date From

Please Select...

Total number of referrals received for period

Total number of referrals Accepted within the period

Total number of referrals Declined within the period

Total number of referrals that have Commenced for the period

Total number of referrals that were Open at any time during the period

Total number of service contacts

Total number of ceased / closed referrals for the period

{ 60 }

Referral Statistical Report

Agency: Redbourne

Report Period: 01/05/2018 to 30/06/2018

Program: All

Received Referrals Period: 01/05/2018 to 30/06/2018

Age	Count	% of Total
< 18	1	14.29
18 - 24	1	14.29
25 - 29	1	14.29
30 - 34	1	14.29
35 - 39	1	14.29
40 - 44	1	14.29
45 - 59	0	0.00
> 60	1	14.29

Gender	Count	% of Total
Male	4	57.14
Female	2	28.57
Not Stated/Unknown	1	14.29

Indigenous Status	Count	% of Total
Aboriginal but not Torres Strait islander origin	1	16.67
Torres Strait Islander but not Aboriginal Origin	1	16.67
Both Aboriginal and Torres Strait Islander origin	1	16.67
Neither Aboriginal nor Torres Strait Islander origin	1	16.67
Not Stated	2	33.33

PMHC MDS Extract

The PMHC MDS Extract compiles and outputs report that is compliant for bulk upload to the Strategic Data portal.

Reports

Select Report

PHN PMHC MDS Extract

Go

Date From

01/01/2019

The date to report activity from (inclusive).

Date To

28/02/2019

The date to report activity to (inclusive).

Mark Submitted
☐

Check this to mark the data exported as Submitted. Future submissions will exclude this data unless it has changed since.

Ignore Past Submissions
☐

Check this to ignore any data that has been marked as submitted in a past extract. I.e. Will include data from prior submissions.


Download
Previous Reports

When generating the report you can choose to mark the record as submitted or to ignore past submissions. By marking a report as submitted, those records will be ignored, unless they have been updated the next time you generate the PMHC MDS report.

4.12 rediCASE -> GP Software HL7 messaging

rediCASE is integrated with popular GP software products like Best Practice and Medical Director. GPs can create a referral from their GP system and send it securely via rediCASE to a network of PHN commissioned mental health service providers. From a GP referrer perspective, the referral form design prefills some of the referrer and client data. See example below where client and GP details are prepopulated in a referral form.

Create Manual Referral
Cancel Referral
Save as Draft
Print
Select Service Provider →

Mental Health Referral form


REFERRAL DATE

14/02/2019

Referral Form Type

☐ New
☒ Review

REFERRER DETAILS

Referrer Name

Dr Jonas Testsmith

Provider Number ⓘ

0412359J ⓘ

Referrer Profession

--Select--

Practice Email

Smiths Medical Practice

CLIENT INFORMATION

First Name

Humphrey

Middle Name

Surname

Bear

Date of Birth

01/01/1980

Gender

--Select--

Address Line 1

1 Smith Street

Suburb

CHERMISIDE

Postcode

4032

State

QLD

Home Phone

Mobile Phone

0411 123 456

Email

Additional data items required can be included and filled in by the referring GP at the creation of the referral.

The secure electronic referral form also enables the GP and patients to select a service provider from a list of providers who meet the applicable program criteria. To assist selection of a provider many attributes are displayed and can be sorted including:

- All eligible programs (based on the client's submitted attributes eg age, location, suicide risk)
- available practitioners within an organisation may be displayed if preferred,
- the client's distance from home to the practitioner's service.

The GP and patient can also view a profile on each provider organisation, enabling the selection of a provider most suited to the needs of the patient. Note: some PHNs operate different referral models and do not display the named practitioner selection feature, preferring to route the referral to a central intake process prior to reviewing and on-referring to a specific provider, this model is also supported within rediCASE.

Select Service Provider

Age: 39y 1m, Gender: Female, Country of Birth: Australia, Indigenous Status: Neither Aboriginal nor Torres Strait Islander origin

Practitioner	Organisation	Program	Sub Company	Location	Distance	Profile
<input type="checkbox"/> Referral organisation will assign practitioner	1Louis	Brisbane MIND	Redbourne	chernside 4032	0km	View
<input type="checkbox"/> Referral organisation will assign practitioner	Anita Trendle	Brisbane MIND	Redbourne	NUNDAH 4012	3.88km	View
<input type="checkbox"/> Referral organisation will assign practitioner	Today's Psychology	Brisbane MIND	Redbourne	Brendale 4500	8.17km	View
<input type="checkbox"/> Referral organisation will assign practitioner	Counselling and Wellbeing Centre Qld	Brisbane MIND	Redbourne	Woolloongabba 4102	10.32km	View
<input type="checkbox"/> Referral organisation will assign practitioner	Toowong Private Hospital	Brisbane MIND	Redbourne	Toowong 4066	10.82km	View
<input type="checkbox"/> CampHill Practitioner1	Camp Hill Healthcare	HealthyMinds NSWNC	Redbourne	Camp Hill 4152	11.89km	View
<input type="checkbox"/> CampHill Practitioner2	Camp Hill Healthcare	HealthyMinds NSWNC	Redbourne	Camp Hill 4152	11.89km	View
<input type="checkbox"/> CampHill Practitioner3	Camp Hill Healthcare	HealthyMinds NSWNC	Redbourne	Camp Hill 4152	11.89km	View
<input type="checkbox"/> CampHill Practitioner4	Camp Hill Healthcare	HealthyMinds NSWNC	Redbourne	Camp Hill 4152	11.89km	View
<input type="checkbox"/> Nurse Practitioner3	Camp Hill Healthcare	HealthyMinds NSWNC	Redbourne	Camp Hill 4152	11.89km	View
<input type="checkbox"/> Referral organisation will assign practitioner	Anita Trendle	Brisbane MIND	Redbourne	Petrie 4502	12.82km	View
<input type="checkbox"/> Referral organisation will assign practitioner	Anita Trendle	Brisbane MIND	Redbourne	Caboolture 4510	31.02km	View
<input type="checkbox"/> Referral organisation will assign practitioner	Barry Sheehan Psychology and Consultancy Service	Brisbane MIND	Redbourne	Jandowae 4410	221.3km	View
<input type="checkbox"/> Bronwyn Gibson	Grafton Super Clinic	HealthyMinds NSWNC	Redbourne	GRAFTON 2460	228.62km	View

HL7 notifications including acceptance of a referral, provider progress notes may also be submitted from the rediCASE user directly back to the integrated GP practice's software. There are no secure messaging transaction costs under this model.

Auto routing / Program Allocation

The rediCASE referral form can be configured by the PHN (or subcompany if permitted) to capture customized and branded information that can be used to determine whether the patient is eligible for PHN funded mental health or alcohol and other drug treatment services. rediCASE allows the PHN to segment and route referrals to specific programs (eg Child specific support, Suicide Prevention program) for the purposes of reporting, KPIs and budget control.

rediCASE can also be configured to support other health service programs, such as physiotherapy, chronic disease etc.

Please contact rediCASE support on 1800 783 336 or rediCASE@redbourne.com.au to arrange installation of the GP integrator for your practice.