

eReferrals Patient Information Sheet

At the moment, when most GPs refer you to a hospital for specialist hospital attention, they fax a handwritten note containing information such as your name and what your symptoms are.

However, not all the information required is always included in the referral. Also, handwriting can be unclear which means someone at the hospital needs to contact your GP for more information, which could result in your appointment being delayed.



When the referral is on paper it can get lost. This then means that unless you or your GP follow up on your referral you may have to start the process again.

With the electronic referrals system your GP will be able to complete your referral online while you are in the consultation and he or she will receive an immediate notification that it has been received by the hospital.

As the referral is stored electronically, whenever you or your GP want to follow up on where in the process it is you will be able to get a definite answer.

What happens to your information?

Your information may be used by healthcare providers, DHB funders and 3rd party researchers in population-based analysis, research, planning and development around the funding, management and delivery of services to people in the Auckland region. If this information is used, your name is not identified.

The benefits to you.

There are major benefits to a patient because of eReferrals. Because all three District Health Boards in the Auckland region will have access to the same information, you will receive continuity in your care wherever you are treated.

To achieve these benefits, the information will be stored in a central repository that all authorised clinicians can access at anytime.

You are also able to request to see your information by writing to the privacy officer of your DHB. If any of this information is incorrect, you can ask for a correction. Go to www.eReferrals.co.nz for contact details.

How is information kept safe?

All healthcare providers take the security of patient information very seriously. With any system they put processes in place to prevent both unauthorised access to and use of the information contained in the repository.

These safeguards include:

Privacy training

Staff receive privacy training to ensure they understand all privacy and confidentiality requirements.

User Identification / Password protocols

Access to the information captured by the electronic referral forms is only provided to staff of the Central Referral Office in each DHB or clinicians involved in your care.

User identification and passwords are required to access the system.

GPs will be responsible for ensuring that only authorised health professionals or employees working at their premises have access to submit an electronic referral.

Audit and monitoring

Mechanisms are in place to identify, audit and monitor users of the information system so that misuse can be detected.