

# BEST PRACTICE

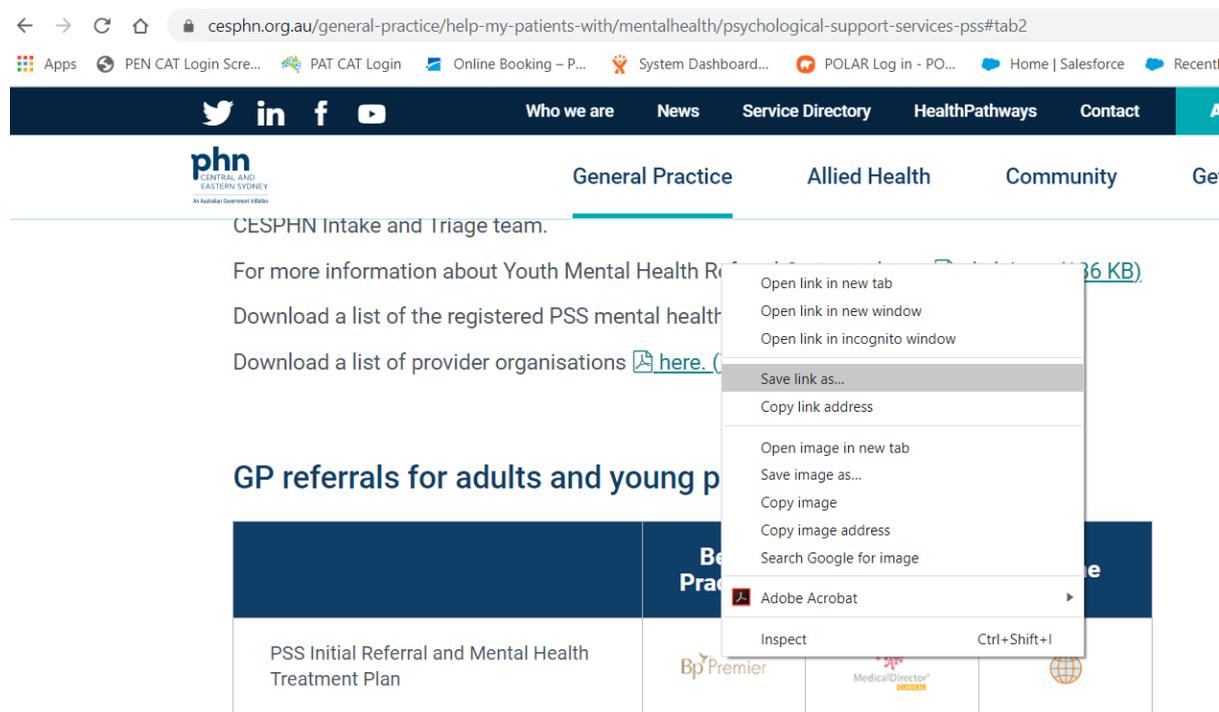
## Psychological Support Services Referrals in Best Practice Software

### Importing the Referral Template

**PLEASE DO NOT OPEN THE FILE BEFORE UPLOADING INTO YOUR SOFTWARE**

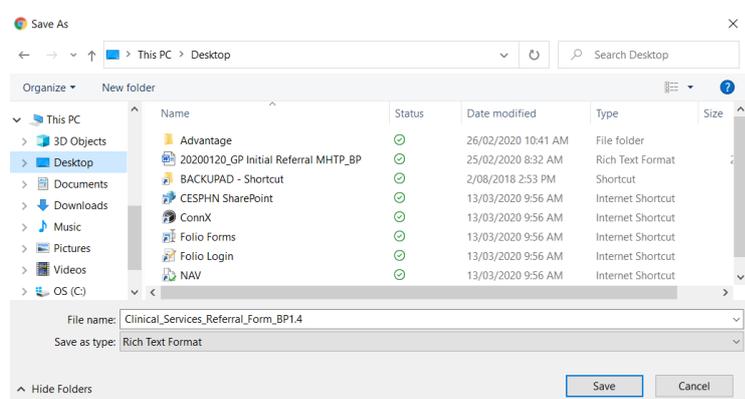
Go to Psychological Support Services URL <https://www.cesphn.org.au/pss#GPreferralforms>  
GP Referral Forms Section – GP Referrals for adults and young people (under 12 years) – PSS Initial Referral and Mental Health Treatment Plan.

Select the Best Practice – *BP Premier* icon – right click and select *Save link as...*



The screenshot shows a web browser window at [cesphn.org.au/general-practice/help-my-patients-with/mentalhealth/psychological-support-services-pss#tab2](https://www.cesphn.org.au/general-practice/help-my-patients-with/mentalhealth/psychological-support-services-pss#tab2). The page content includes a heading "GP referrals for adults and young people" and a link "Download a list of provider organisations [here.](#) (36 KB)". A right-click context menu is open over the link, with "Save link as..." selected. Other menu options include "Open link in new tab", "Open link in new window", "Open link in incognito window", "Copy link address", "Open image in new tab", "Save image as...", "Copy image", "Copy image address", "Search Google for image", "Adobe Acrobat", and "Inspect".

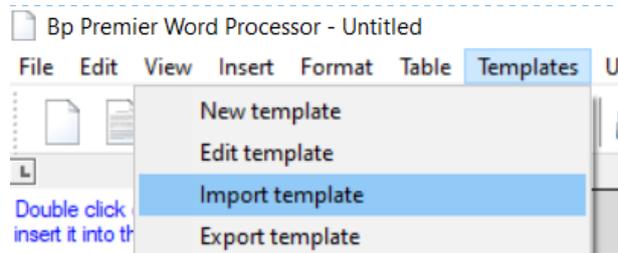
Save (Desktop, My Documents or other folder).



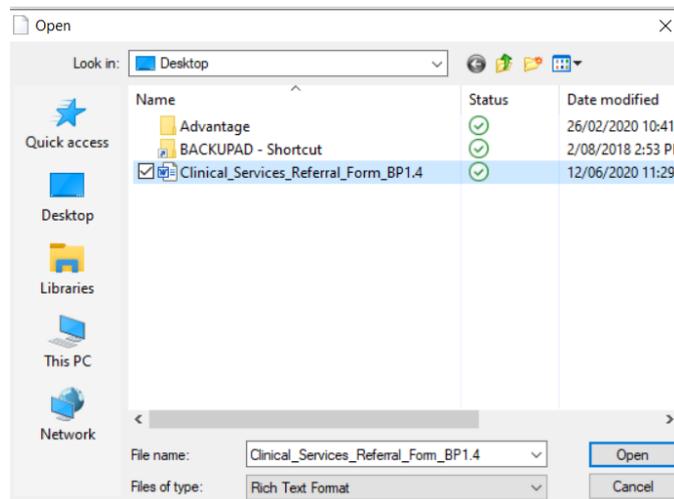
The screenshot shows a Windows "Save As" dialog box. The current location is "This PC > Desktop". The file list shows several files, including "20200120\_GP Initial Referral MHTP\_BP" (Rich Text Format) and "BACKUPAD - Shortcut". The "File name" field contains "Clinical\_Services\_Referral\_Form\_BP1.4" and the "Save as type" is set to "Rich Text Format". The "Save" button is highlighted.

Once you have downloaded the template to your PC open Best Practice Word Processor (F11).

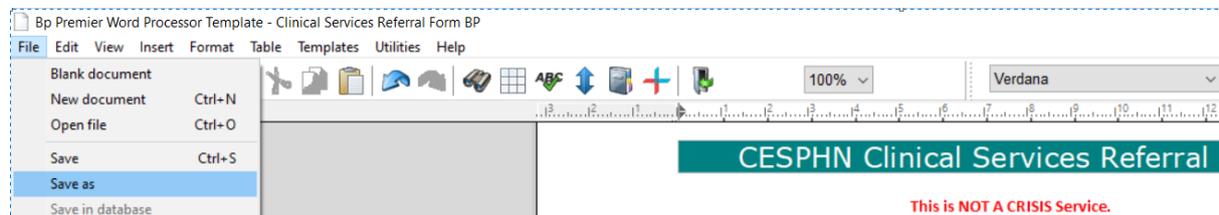
Select *Template – Import Template*



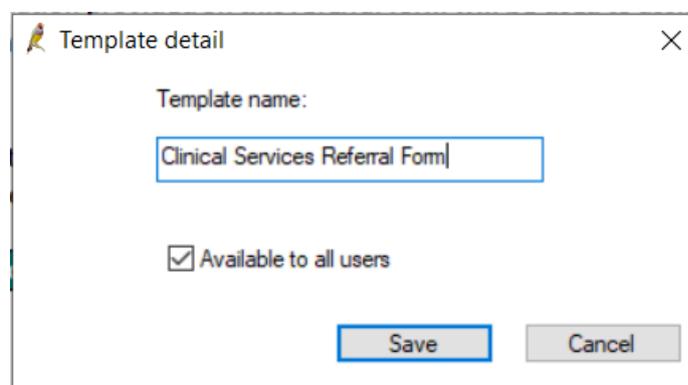
Navigate to the location where you saved the template and select the template.



Select *Open* to import and *File – Save As*.



The template name is the same as that of imported template but you can rename. Select the tick box *Available to all users*.



*Save*. The template is now available in Word Processor templates.

# Setting Up Contacts

Open Best Practice *Contacts* (F11). Select *Add – New* and enter the Contact Details (Name). Select *Address – Add*.

Contact details

Type:  Individual  Company/Institution

Title: [dropdown] First name: [text box]

Name: CESPHN PSS Intake [Select]

Greeting: Sir/Madam

Category: Care provider

Address	Phone	Fax	Add
			Add

Ensure that [ ] *Accepts CDA eReferrals* is ticked.

Contact address

Address line 1: 210 Coward St

Address line 2: [text box]

City/Suburb: Mascot

Postcode: 2020

Phone: 1300 986 991 | Fax: [text box]

Health Identifier: [text box]

Accepts CDA eReferrals

[Save] [Cancel]

Select **Healthlink** as the Messaging provider.

Messaging provider: Healthlink

Enter **CESPHNMH** into *Account ID* (if applicable):

Contact details

Type:  Individual  Company/Institution

Name: CESPHN PSS Intake [Select]

Greeting: Sir/Madam

Category: Care provider

Address	Phone	Fax	Add
210 Coward St, Mascot, 2020.	1300 986 991		Add

Mobile phone: [text box] Pages: [text box] A/H phone: [text box]

Provider No.: [text box] Health Identifier: [text box]

PKI key ID: [text box] Attach HeSA Certificates: [checkbox] Skype: [text box]

Email: [text box] Website: www.cesphn.org.au

Messaging provider: [dropdown] Account ID (if applicable): CESPHNMH

Comment: [text area]

Is an operating facility

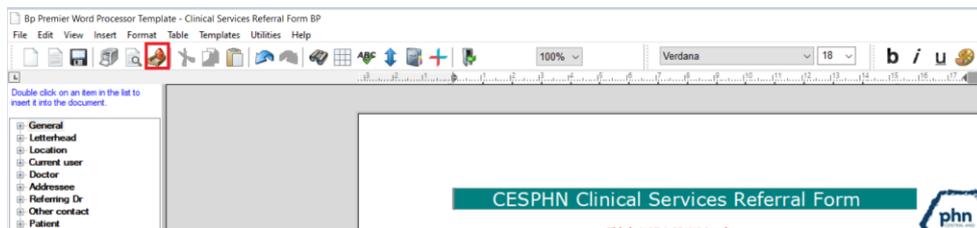
Online Directory ID: [text box] Last checked for updates: [text box]

[Unlink] This Contact is currently linked to the Online Directory and most fields may not be manually updated. Use the Unlink button to stop auto-updates and unlink fields. [Save] [Cancel]

Save.

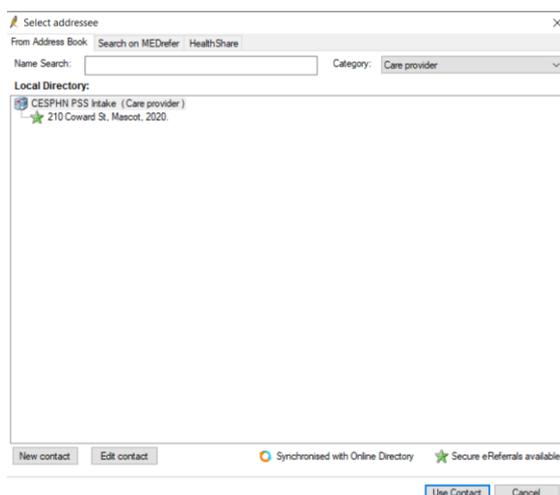
# Sending the Referral

Open the patient file (F2). Open *Word Processor* (F4) and open and complete the referral template.



Select *Send HL7File* button  on the tool bar.

Select Contact **CESPHN PSS Intake** from the list and click *Use Contact* button.



## Save

