



Secure messaging & the Central Referral Service

The preferred method for sending referrals to the Central Referral Service (CRS) is secure messaging. Once a referral is sent via secure messaging, there is no requirement to send the original referral by fax or post, as the CRS referral processing system tracks the referral from initial receipt through to acceptance by the appropriate hospital.

Process to onboard secure messaging

Referrals can be sent to the CRS via **Healthlink Secure Messaging: crefserv**.

If your practice does not already have Healthlink, please call the Healthlink Help Desk on 1800 125 036 or contact Healthlink via <https://au.healthlink.net/support/>.

If your practice already has Healthlink, upload the CRS referral templates into your practice software and link your practice software to Healthlink using the **EDI address: crefserv**.

The link to the CRS referral templates and instructions on how to import the templates can be found on the CRS website: http://ww2.health.wa.gov.au/Articles/N_R/Referral-form-templates.

Benefits to using secure messaging

There are a number of benefits associated with using secure messaging including:

- Secure method and reduced risk of lost referrals or referrals being inadvertently sent to an incorrect fax or postal location.
- Improved quality of the referral – referrals received via secure messaging are clear and complete. This reduces the likelihood of referral rejection due to illegible or incomplete referrals.
- Prevents multiple referrals being sent into the CRS due to fax issues or missing information.
- Timely updates on referrals via electronic notifications direct to your practice software.
- No cost to your practice to use secure messaging.
- Efficiency gains for GP practices and the CRS:
 - No additional work required for GP practice staff to fax or post referrals to CRS or resubmit rejected referrals that are illegible or incomplete.
 - Referrals can be processed on first receipt at CRS with no requirement for CRS staff to follow-up illegible referrals with GP practices.

Secure messaging support

- If you are experiencing problems with secure messaging please check that you have the latest version of your practice software installed.
- If you are still experiencing problems you can contact:

- **Healthlink** via the Healthlink Help Desk on 1800 125 036.
- **WAPHA Digital Health Team** via practiceassist@wapha.com.au.

Further information on CRS

Further information about the CRS can be found on the CRS website:

https://ww2.health.wa.gov.au/Articles/A_E/About-the-Central-Referral-Service.

Alternatively, you can contact the CRS via:

- **Email:** centralreferralservice@health.wa.gov.au
- **Phone:** 1300 551 142

This document can be made available in alternative formats on request for a person with disability.

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