

How to use the My Mental Health Services eReferral – Best Practice

This guide will assist referrers to generate a My Mental Health Service eReferral through practice software: Best Practice.

Through the My Mental Health Services eReferral GPs can access an expanded range of Brisbane North PHN commissioned mental health, alcohol and other drugs and suicide prevention services to support their patients.

Visit the following [Brisbane North PHN mental health program information](#) to access the following resources:

- My Mental Health Services Map – quick guide to services and eligibility criteria
- Services Magazine – full list of service providers
- Stepped care approach
- Initial Assessment and Referral guidance
- Referral instruction guides

For information about mental health services contact the My Mental Health Service Navigation team.

Phone: 1800 752 235 (8.30 am – 4.30 pm, Monday to Friday)

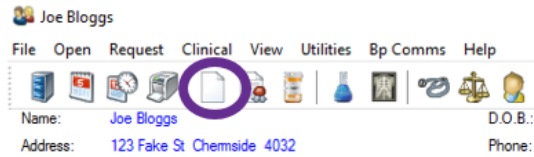
Email: navigation@brisbanenorthphn.org.au

The My Mental Health website may be of interest to referrers, consumers and their carers and family members: www.mymentalhealth.org.au

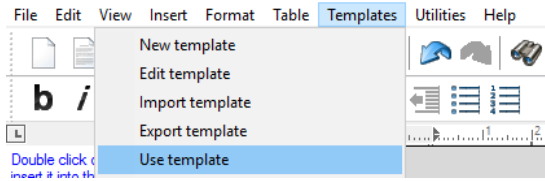


Best Practice

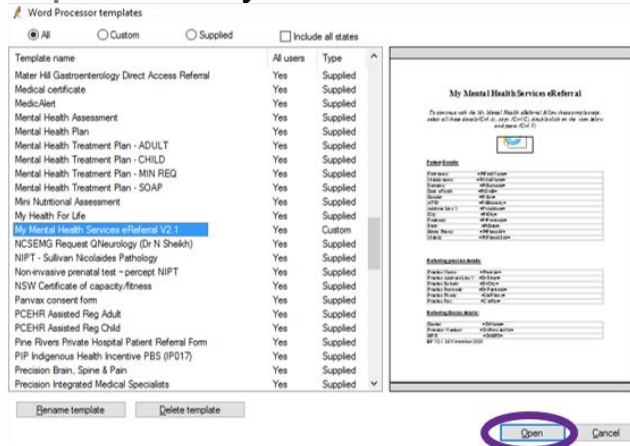
Step 1 – Open patient chart – select **New Letter** icon.



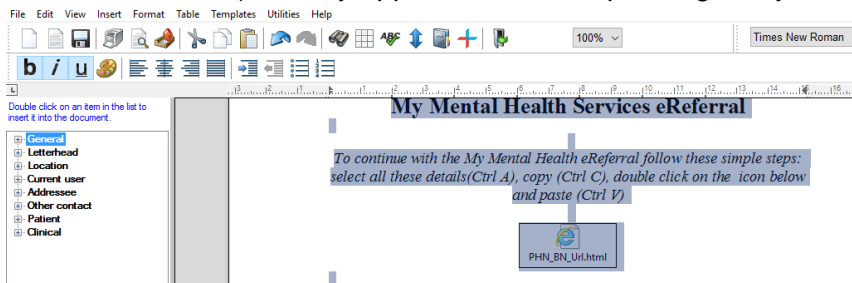
Step 2 – Select **Templates** from top menu bar – select **Use template**.



Step 3 – Select **My Mental Health Services eReferral** and **Open** the referral

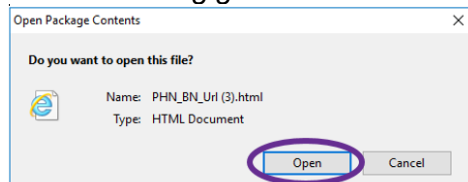


Step 4 – Using your keyboard, hold keys **Ctrl A** (select all) and then **Ctrl C** (copy). Then double click on the **referral icon** (this may appear different depending on system settings).



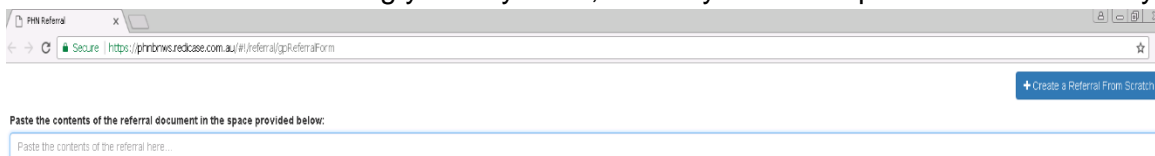
Step 5 – Click **Open** to launch the eReferral.

Hint: this will open web-browser i.e. Google Chrome, Internet Explorer, Firefox. Please follow the troubleshooting guide if assistance required.



Step 6

Click in the text box and using your keyboard, hold keys **Ctrl V** to paste the information you have copied.



Step 7 – The eReferral now appears (see below) with some pre-populated fields. Please complete the eReferral. Please note all mandatory fields have an asterisk*

Hint: provide your practice email address to receive referral updates.

[Cancel Referral](#) [Print](#) [Select Service Provider](#)

My Mental Health Services Referral

For all enquires and referral support, contact My Mental Health Service Navigation

Team 8:30am- 4:30pm Monday to Friday.

Call: 1800 752 235. Email: navigation@brisbanenorthphn.org.au



Brisbane North PHN commissions a range of mental health, suicide prevention, and drug and alcohol services across the North Brisbane region. The information provided on this referral form will be used to assist you to select a service that is matched to your client's needs. Please note, services are restricted to people living in the North Brisbane PHN region.

Referrer Details

Referral Date*	Referrer Name* ⓘ	Practice Name ⓘ
13/05/2021	Dr Doctory Doctorate	Brisbane North PHN
Practice Postcode*	Provider Number ⓘ	Practice Email
4030	005562AW	
Phone ⓘ	Fax ⓘ	Client Consent
0736307308	0712345678	Yes

***Please Observe the Following:**

By consenting to this referral, the person is consenting to the sharing of their personal information. This information is held in a referral system repository by the Brisbane North PHN. The information contained in the referral is used by Brisbane North PHN to: (1) deliver care, (2) for monitoring, aggregate reporting and evaluation purposes to improve quality and access to care. Personal information is never shared or reported by any staff at Brisbane North PHN. This information will be passed on to the referral organisation who will contact the person unless requested otherwise.

Reason for Referral*

Please indicate if there are any concerns around safety, domestic violence of problematic alcohol or drug use that the referral organisation should consider before phoning the person or visiting their home address (in certain programs)

Client Details

Client First Name*	Client Surname*	Preferred name
Joe	Bloggs	
Date of Birth*	Phone Number*	Email
12/07/1990	0412345678	
Suburb*	State*	Postcode*
Chermside	QLD	4032
Concession Card?*	Preferred Location for Service ⓘ	Gender*
No	Start typing suburb name	Male

A Health Care or Pension Card is required for access to Brisbane MIND services. If you believe the person still qualifies but does not have a Concession Card, please contact My Mental Health Service Navigation on 1800 752 235

Indigenous Status*	LGBTIQ	Culturally And/Or Linguistically Diverse*
Neither Aboriginal nor Torres Strait Islander origin	Heterosexual/straight	Yes
Country of Birth	Proficiency in Spoken English	Preferred Language
Australia	Not applicable (persons under 5 years of age or who :	English

Interpreter Required

Recent transition to parenthood?	Are present symptoms related to a history of trauma? ⓘ	Detail the impact symptoms are having on daily functioning: ⓘ
Yes	Yes	Significant impact

Step 8 – The assessment area contains the Initial Assessment and Referral logic. For more information, refer to the full guidance or the ‘info’ links within the domains.

Hint: The Primary Domains and Contextual Domains are required to calculate Level of Care.

Assessment Areas

Brisbane North PHN utilises the Initial Assessment and Referral Guidance from the Department of Health to support referrers in determining the best level of care for a person. The guidance features eight assessment areas that assist in rating an individual’s current situation, as well as a decision-support logic that determines the most appropriate level of care required within a stepped care approach. For more information, a copy of the full guidance is [available here](#).

Primary Domains

1. Symptom severity and distress (info)	2. Risk of harm (info)	3. Functioning (info)	4. Impact of co-existing conditions (info)
2 - Moderate	0 - No identified risk	3 - Severe impact	2 - Moderate impact
<i>Comments</i> Excessive worry, panic and sadness	<i>Comments</i>	<i>Comments</i> Unable to self-care, relationships difficult	<i>Comments</i> Intermittent drug use
<i>Diagnosis</i> Mixed anxiety and depressive symptoms	<input type="checkbox"/> Risk to others	<input type="checkbox"/> Suicidal ideation	
	<input type="checkbox"/> Psychosis	<input type="checkbox"/> Self-injury	

Contextual Domains

5. Treatment and recovery history (info)	6. Social and environmental stressors (info)	7. Family and other supports (info)	8. Engagement and motivation (info)
3 - Minor recovery with previous	2 - Moderately stressful	2 - Limited supports	0 - Optimal
<i>Comments</i> Previous psychologist	<i>Comments</i> Job loss, at risk of homelessness	<i>Comments</i> Socially isolated	<i>Comments</i> Very motivated

Step 9 – Based on the information provided, the eReferral will calculate level of care which then informs the available programs.

Hint: the Practitioner Determined Level of Care can override the calculated level of care field. Ensure to provide notes explaining the change.

Calculated Level of Care
Level 4 – Severe & Suicide Prevention

The calculated level of care above should be used in conjunction with your professional judgment to nominate the final Practitioner Determined Level of Care.

Practitioner Determined Level of Care*
Level 4 - Severe/Complex Support (Mental Health Hubs: Psychosocial, Men)

Further notes/info about Primary Assessment Domains

Step 10 – Identify whether a Mental Health Treatment Plan (MHTP) is available.

Hint: if a MHTP is required for the intended program, the service provider will request a copy.

Follow steps 11 to 15 on how to include MHTP.

Follow step 16 if you would like to upload documents to referral.

Skip to step 17 to Select Service Provider.

Supporting Documentation

Mental Health Treatment Plan? Yes

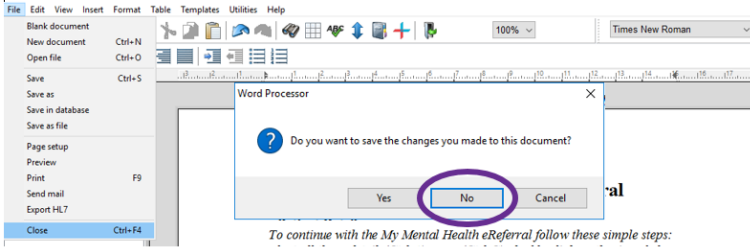
With Client Available on request Attached

Optional: Copy/Paste GP Mental Health Treatment Plan

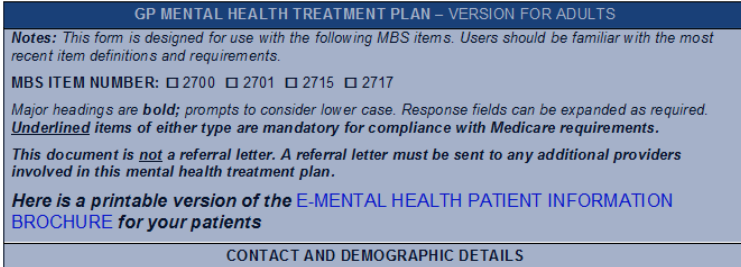
Step 11 – To attach a MHTP, return to Best Practice clinical software via the taskbar at the bottom of screen.



Step 12 – Select File, Close and No.



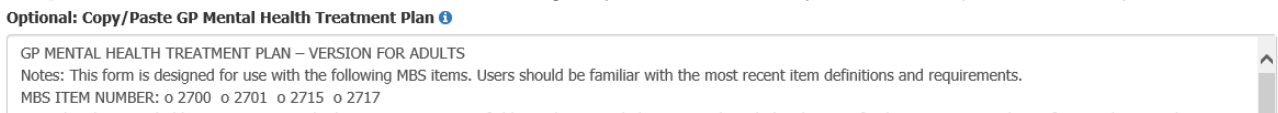
Step 13 – Complete the MHTP and then using keyboard, hold keys **Ctrl A (select all) and **Ctrl C** (copy).**



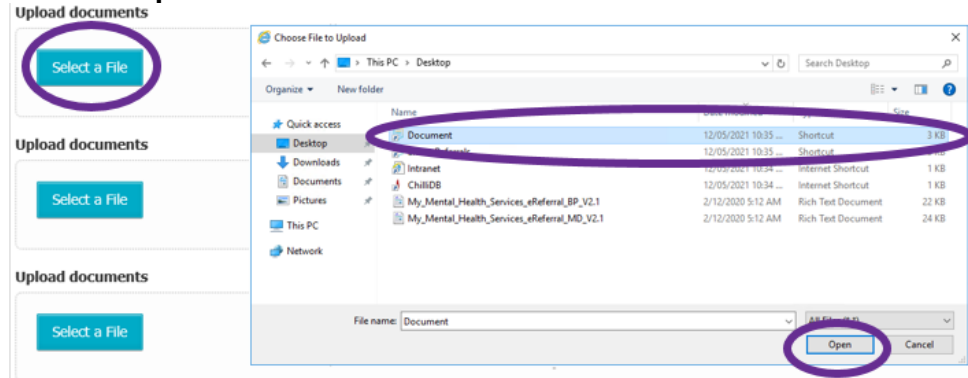
Step 14 – Return to the eReferral by clicking on your web-browser icon i.e **Internet Explorer, Google Chrome, Firefox or other.**



Step 15 – Click in the MHTP box and using keyboard, hold keys **Ctrl V to paste the copied information.**



Step 16 – To attach a supporting document, click on **Select a File, locate the document to upload and then click **Open**.**



Step 17 – Click on **Select Service Provider button at the bottom of eReferral.**



Step 18 – A list of recommended programs will now appear, based on the information provided. Please note: if a program is not listed, it is likely that the information provided does not meet program eligibility.

*Hint: the Show all Service Providers button will display all programs **regardless of eligibility**.*

Select Service Provider

Cancel Referral Back Show all Service Providers Send Referral

Location Name	Organisation	Program	Location of Service	Distance from Client L...	Profile
<input type="checkbox"/> Neami National - The Living & Learning Centre	Neami National - The Living & Learning Centre	Mental Health Hub - Psychos	STRATHPINE 4500	9.18km	View
<input type="checkbox"/> Community QLD	The Recovery & Discovery Centre - Community (RBWH)	Mental Health Hub - Psychos	BARDON 4065	9.48km	View
<input type="checkbox"/> Floresco Caboolture	Stride Hub Caboolture (Red/Cab)	Mental Health Hub - Psychos	CABOOLTURE 4510	31.02km	View
<input type="checkbox"/> TEST Location Hobart	TEST Organisation (Not for real clients-test clients only)	Mental Health Hub - Psychos	Hobart 7000	1621.5km	View
<input type="checkbox"/> TEST Location Hobart	TEST Organisation (Not for real clients-test clients only)	Mental Health Hub - Psychos	Hobart 7000	1621.5km	View

1 - 5 of 5 items

Step 19 – To search for a specific program, select the **arrow** in the column you wish to filter, hover over the **Filter** icon and type the relevant search term. Select **Filter**.

Select Service Provider

Cancel Referral Back Show all Service Providers Send Referral

Location Name	Organisation	Program	Location of Service	Distance from Client L...	Profile
<input type="checkbox"/> Change Futures Ltd	Change Futures Ltd	PAC Wellbeing (no GP or	Columns 1	2.12km	View
<input type="checkbox"/> Change Futures Ltd	Change Futures Ltd	Older people impacted by	Filter		View
<input type="checkbox"/> Peach Tree House - Geebung	Peach Tree Perinatal Wellness	Sunshine Parenting Program	Geebung 4034		View
<input type="checkbox"/> Kurlbingui Youth Development	Kurlbingui Youth Development (Aboriginal	NSPT	Zillmere 4034		View

Show items with value that: Contains hub Filter Clear

Step 19.1 – If required, to provide the patient with details of service provider select **View** and then **Print** the providers contact information.

Select Service Provider

Cancel Referral Back Show all Service Providers Send Referral

Location Name	Organisation	Program	Location of Service	Distance from Client L...	Profile
<input type="checkbox"/> Neami National - The Living & Learning Centre	Neami National - The Living & Learning Centre	Mental Health Hub - Psychos	STRATHPINE 4500	9.18km	View
<input type="checkbox"/> Neami National - The Living & Learning Centre	Near & Ls: Neami National - The Living & Learning Centre				View
<input type="checkbox"/> Neami National - The Living & Learning Centre	Near & Ls: The Living and Learning Centre provides integrated clinical and nonclinical services for people with severe mental illness. Services include:				View
<input type="checkbox"/> Community QLD	The I Centri	Assessment, triage and intake Service navigation Care coordination (incl. mental health nursing) Psychological group therapy Psychosocial support			View
<input type="checkbox"/> Floresco Caboolture	Stride (Red)	Assistance to access the NDIS A range of in reach services provided by external providers (e.g. AOD treatment, employment, housing, finance)			View
<input type="checkbox"/> Floresco Caboolture	Stride (Red)	Ph: 07 3453 6780 E: livingandlearning@neaminational.org.au W: https://www.neaminational.org.au/find-services/living-and-learning-centre#access			View
<input type="checkbox"/> Floresco Caboolture	Stride (Red)	Location: Unit 7/227 Gympie Rd, Strathpine QLD 4500. The hub is located a 10 minute walk from Strathpine Station.			View
<input type="checkbox"/> TEST Location Hobart	TEST real (Delivery Mode Individual, group, video conferencing and email. Services are provided within the hub and via outreach.			View
<input type="checkbox"/> TEST Location Hobart	TEST real (Eligibility Criteria • 18 years and over • A diagnosable severe or severe and complex mental illness (episodic or persistent) • Experiencing significant disruption to their daily life, wellbeing and functioning			View
<input type="checkbox"/> TEST Location Hobart	TEST real (Referral information Anyone can refer to the mental health hubs with the consent of the person being referred			View
<input type="checkbox"/> TEST Location Hobart	TEST real (Service access: This service is commissioned by Brisbane North PHN and there is no cost to the client. The centre operates Monday – Friday 8.30am-5pm.			View
<input type="checkbox"/> TEST Location Hobart	TEST real (View

Print Close

Step 20 – Select the **tick box** next to the preferred service provider and select **Send Referral**.

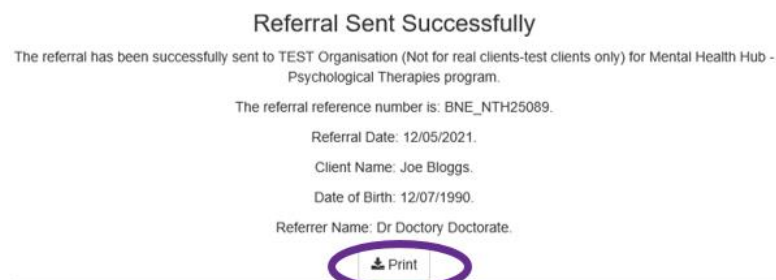
Select Service Provider

Cancel Referral Back Show all Service Providers Send Referral

Location Name	Organisation	Program	Location of Service	Distance from Client L...	Profile
<input type="checkbox"/> Neami National - The Living & Learning Centre	Neami National - The Living & Learning Centre	Mental Health Hub - Psychos	STRATHPINE 4500	9.18km	View
<input type="checkbox"/> Neami National - The Living & Learning Centre	Neami National - The Living & Learning Centre	Mental Health Hub - Psychos	STRATHPINE 4500	9.18km	View
<input type="checkbox"/> Neami National - The Living & Learning Centre	Neami National - The Living & Learning Centre	Mental Health Hub - Mental H	STRATHPINE 4500	9.18km	View
<input type="checkbox"/> Community QLD	The Recovery & Discovery Centre - Community (RBWH)	Mental Health Hub - Psychos	BARDON 4065	9.48km	View
<input type="checkbox"/> Floresco Caboolture	Stride Hub Caboolture (Red/Cab)	Mental Health Hub - Mental H	CABOOLTURE 4510	31.02km	View
<input type="checkbox"/> Floresco Caboolture	Stride Hub Caboolture (Red/Cab)	Mental Health Hub - Psychos	CABOOLTURE 4510	31.02km	View
<input type="checkbox"/> Floresco Caboolture	Stride Hub Caboolture (Red/Cab)	Mental Health Hub - Psychos	CABOOLTURE 4510	31.02km	View
<input checked="" type="checkbox"/> TEST Location Hobart	TEST Organisation (Not for real clients-test clients only)	Mental Health Hub - Mental H	Hobart 7000	1621.5km	View
<input type="checkbox"/> TEST Location Hobart	TEST Organisation (Not for real clients-test clients only)	Mental Health Hub - Psychos	Hobart 7000	1621.5km	View

Step 21 – Please note the confirmation screen. This information will be useful when enquiring about the referral in future.

To download a copy of completed eReferral and confirmation, select **Print**. A downloadable PDF version will then be available to print.

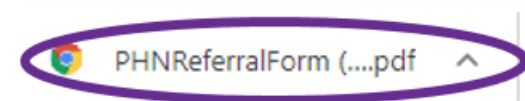


Step 22 – The downloaded document will display in two formats at the bottom of the web-browser window- see below.

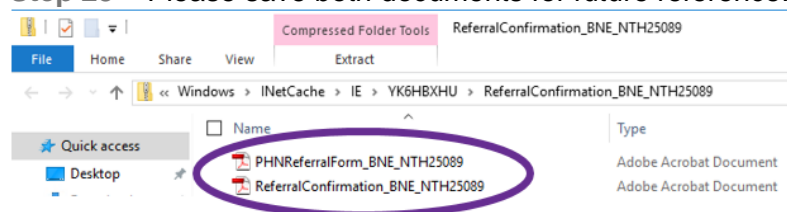
Option 1: Click **Open**



Option 2: Click on the downloaded item.



Step 23 – Please save both documents for future reference.



Step 24 – The nominated service provider will follow up with referrer and patient directly.

Please contact the My Mental Health Service Navigation team for further information on 1800 752 235 or navigation@brisbanenorthphn.org.au

The My Mental Health website may be of interest to referrers, consumers and their carers and family members: www.mymentalhealth.org.au. My Mental Health (MMH) is an online guide to mental health services in the North Brisbane and Moreton Bay region.

