

How to use the My Mental Health Services eReferral – Medical Director

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

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)

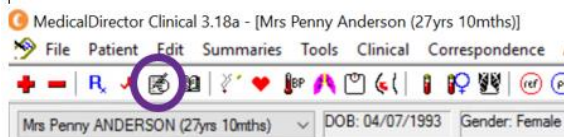
Email: navigation@brisbanenorthphn.org.au

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

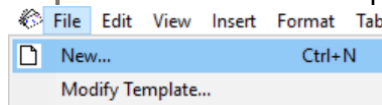


Medical Director

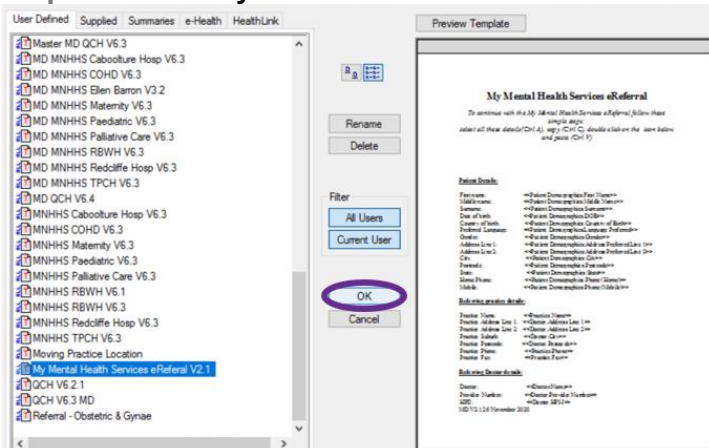
Step 1 – Open patient chart – select Letter Writer icon.



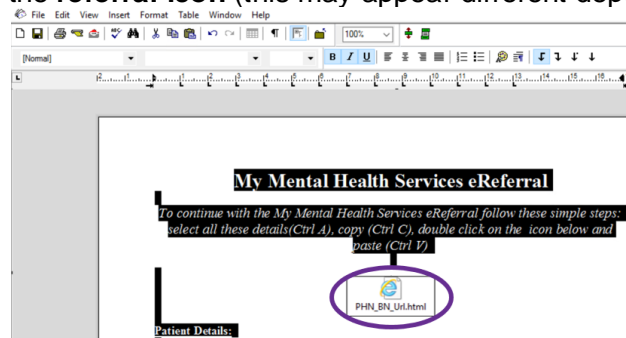
Step 2 – Select File from top menu bar – select New.



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

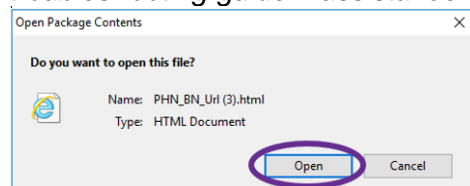


Step 4 – Using your keyboard, hold keys Ctrl A (select all) and then Ctrl C (copy). Then double click on the referral icon (this may appear different depending on system settings).

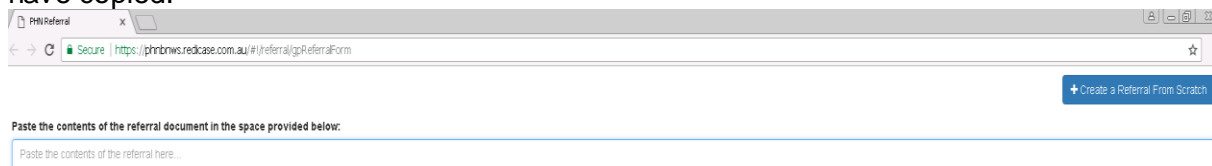


Step 5 – Click Open to launch the eReferral.

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


 An Australian Government Initiative

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* <input type="text" value="16/05/2021"/>	Referrer Name* ⓘ <input type="text" value="Dr A Practitioner"/>	Practice Name ⓘ <input type="text" value="Brisbane North PHN - Official 2017"/>
Practice Postcode* <input type="text" value="4670"/>	Provider Number ⓘ <input type="text" value="2426621B"/>	Practice Email <input type="text"/>
Phone ⓘ <input type="text" value="1300 788 802"/>	Fax ⓘ <input type="text" value="07 4151 1896"/>	Client Consent?* <input type="text" value="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*

Client Details

Client First Name* <input type="text" value="Penny"/>	Client Surname* <input type="text" value="Anderson"/>	Preferred name <input type="text"/>
Date of Birth* <input type="text" value="04/07/1993"/>	Phone Number* <input type="text" value="0412345678"/>	Email <input type="text"/>
Suburb* <input type="text" value="LUTWYCHE"/>	State* <input type="text" value="QLD"/>	Postcode* <input type="text" value="4030"/>
Concession Card?* ⓘ <input type="text" value="No"/>	Preferred Location for Service ⓘ <input type="text" value="CHERMESIDE, QLD, 4032"/>	Gender* <input type="text" value="Female"/>

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* <input type="text" value="Aboriginal but not Torres Strait Islander origin"/>	LGBTIQ <input type="text" value="Heterosexual/straight"/>	Culturally And/Or Linguistically Diverse* <input type="text" value="Yes"/>
Country of Birth <input type="text" value="Australia"/>	Proficiency in Spoken English <input type="text" value="Not applicable (persons under 5 years of age or who :"/>	Preferred Language <input type="text" value="English"/>

Interpreter Required ☐

Recent transition to parenthood? <input type="text" value="Yes"/>	Are present symptoms related to a history of trauma? ⓘ <input type="text" value="Yes"/>	Detail the impact symptoms are having on daily functioning: ⓘ <input type="text" value="Significant impact"/>
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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 ▼
Comments Excessive worry, panic and sadness	Comments 	Comments Unable to self-care, relationships difficult	Comments Intermittent drug use
Diagnosis 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 ▼
Comments Previous psychologist	Comments Job loss, at risk of homelessness	Comments Socially isolated	Comments 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? With Client ☐ Available on request ☐ Attached ☒

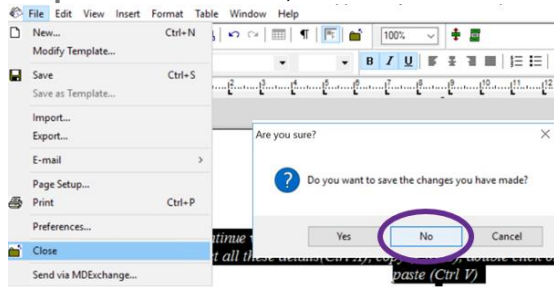
Yes ▼

Optional: Copy/Paste GP Mental Health Treatment Plan ⓘ

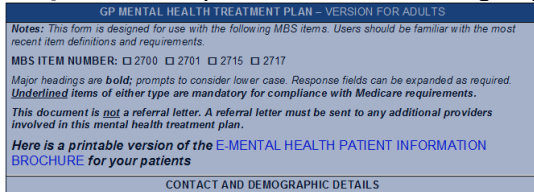
Step 11 – To attach MHTP, return to **Medical Director** clinical software via the taskbar at the bottom of screen.



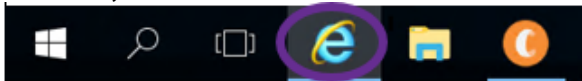
Step 12 – Select File, Close and No.



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



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

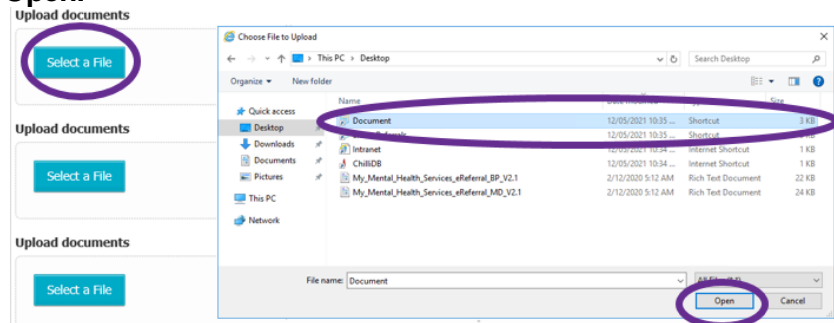


Step 15 – Click in the MHTP box and using keyboard, hold keys **Ctrl V** to paste the copied information.

Optional: Copy/Paste GP Mental Health Treatment Plan

GP MENTAL HEALTH TREATMENT PLAN – VERSION FOR ADULTS
Notes: This form is designed for use with the following MBS items. Users should be familiar with the most recent item definitions and requirements.
MBS ITEM NUMBER: o 2700 o 2701 o 2715 o 2717

Step 16 – To upload a 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

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 (RediCab)	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 **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	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"/> Kurbingui Youth Development (Aboriginal	Kurbingui Youth Development (Aboriginal	NSPT	Zillmere 4034		View

Filter: Show items with value that: Contains hut 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 - Psychok	STRATHPINE 4500	9.18km	View
<input type="checkbox"/> Neami National - The Living & Learning Centre	Neami National - The Living & Learning Centre				View
<input type="checkbox"/> Neami National - The Living & Learning Centre	Neami National - The Living & Learning Centre				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 - Psychok	CABOOLTURE 4510	31.02km	View
<input 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 - Psychok	Hobart 7000	1621.5km	View
<input type="checkbox"/> TEST Location Hobart	TEST Organisation (Not for real clients-test clients only)	Mental Health Hub - Psychok	Hobart 7000	1621.5km	View
<input type="checkbox"/> TEST Location Hobart	TEST Organisation (Not for real clients-test clients only)	Mental Health Hub - Psychok	Hobart 7000	1621.5km	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 - Psychok	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 - Psychok	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 - Psychok	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 submitted eReferral and confirmation, select **Print**. A downloadable PDF version will then be available to print.

Referral Sent Successfully

The referral has been successfully sent to TEST Organisation (Not for real clients-test clients only) for Mental Health Hub - Mental Health Nursing program.

The referral reference number is: BNE_NTH25138.

Referral Date: 16/05/2021.

Client Name: Penny Anderson.

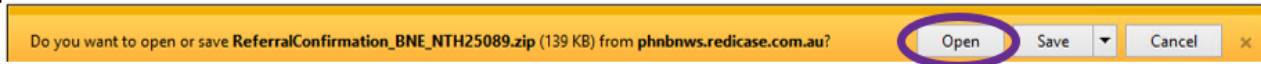
Date of Birth: 04/07/1993.

Referrer Name: Dr A Practitioner.

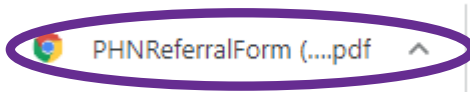
Print

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

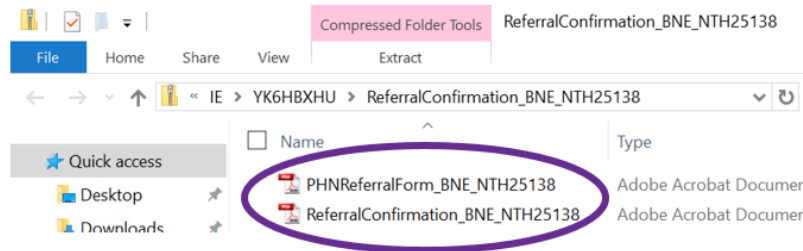
Option 1: Click **Open**



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.

