

# CareSelect eReferrals

## Matching patients with the most suitable care



### How does CareSelect work?

CareSelect enables GPs to search, find and refer to the most suitable healthcare provider for their patient's specific need. Until now, GPs have typically relied on personal contacts or recommendations from colleagues. This results in the tendency to refer to a small set of providers with whom they are familiar, but who aren't necessarily the optimal choice for their patient's specific needs.

GPs can search and find the most suitable care based on interests, procedures, services, languages and other criteria. They can then create a comprehensive referral to that provider using patient information held in the GP's electronic medical record system (EMR). This is done within a few seconds during the consultation and the referral can either be sent to the chosen healthcare provider electronically via HealthLink's secure systems or printed and faxed. A copy of the outgoing referral is saved into the patient record.



Search



Find



Refer

Every day GP practices use HealthLink to refer an average of 2,000 patients to public hospitals. With CareSelect, GPs can now use this same convenient process to search, find and refer a patient to the most suitable specialist, allied health or non-government organisation.

### Benefits to providers

#### Be found by GPs

With most GPs already using HealthLink for their hospital referrals, CareSelect is becoming the default method for GPs to search, find and refer to specialist, allied health and non-government healthcare providers. With a complete biography (called a Full Bio), providers will be recognised for their expertise and capabilities in a way not previously possible.

#### Better patient care

CareSelect gives healthcare providers an unprecedented ability to emphasise their particular expertise at the moment a GP is making their referral decision. This means that a GP will more easily find the right provider for their patient's needs.

#### Quality referrals

Healthcare providers can promote their skills and interests to influence what referrals they receive from GPs (as well as those don't). CareSelect referrals enable GPs to easily include relevant clinical information by pre-populating from the patient's electronic medical record (EMR).

# How can healthcare providers participate?

HealthLink offers all New Zealand specialists, allied health and non-government organisations a complimentary proforma biography (called a Proforma) which will enable GPs to find a particular provider by name and make a comprehensive electronic or printed referral. Healthcare providers can also choose to stand out with a paid full biography.



## Stand out with a Full Bio

Healthcare providers can stand out in CareSelect by taking advantage of a paid full biography (called a Full Bio). This enables them to present their procedures and services offered, areas of interest, languages spoken, qualifications, affiliations, publications, photo and logo to GPs at the point of making their referral decision.

Below is an example screenshot of the CareSelect level one search results. This is what a GP will see after entering relevant keywords into CareSelect. Note the differences between a Full Bio and a Proforma.

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### Specialist and Allied Health Referrals

**CareSelect**  near

841 matches found  
Sort by: **A-Z** | closest match

**Peter Fong** **Medical Oncology**  
ESMO (European Society for **Medical Oncology**). Member NZSO (New Zealand Society for **Oncology**). Member GU ... Prostate Cancer, Gynaecological Cancer, **Oncology** Research, Cancer Drugs, Tumour Biology ... Prostate **Oncology**, Gynaecological **Oncology**, **Oncology** Phase I Trials Research ... Peter Fong is a **Medical Oncologist** specialising in Gynaecological cancer, Prostate cancer and ... Queensland **Medical School** in Australia. He graduated in 1994. He then trained in Australia and New Zealand...more  
| contact | **Compose Referral** (at Canopy Cancer Care-Epsom)

**Rosalie Fisher** **Medical Oncology**  
Rosalie Fisher is a **medical oncologist** specialising in the treatment of patients with breast ... 2004 and completed specialist training in **oncology** in 2010. Between 2010 and 2013 Rosalie completed a...more  
| contact | **Compose Referral** (at Canopy Cancer Care-Epsom)

**Mike McCrystal** **Medical Oncology**  
| contact | **Compose Referral** (at Canopy Cancer Care-Epsom)

**Karen Amies** **Medical Oncology**  
| contact | **Compose Referral** (at Canopy Cancer Care-Epsom)

**Reuben Broom** **Medical Oncology**  
| contact | **Compose Referral** (at Canopy Cancer Care-Epsom)

**Referral capability:**

- Receive referrals with multiple attachment types (see eReferral form)
- Receive referrals with .txt and .rtf attachment
- Receive referrals by print and fax only

**Search Tips:**

- Partial Words:** by default, CareSelect will find variations of search terms, e.g. car will give you results for Cartwell, Cardiac and Cardiology
- Multiple Words:** when you enter more than 1 word, CareSelect will search on the words separately, e.g. **Smith abdominal** will give you results for **Smith OR abdominal**
- Combine Matches:** use an uppercase AND with two search terms to find exact matches, e.g. **chest AND pain** will give you results that have both the terms chest *and* pain

Example Full Bio including photo and logo

Example Proforma

Example CareSelect level one search results. The order in which providers appear is determined by how closely and how often they match the GP's search terms.

# Premium: Full Bio

Example

**HealthLink** | Certainty in Care

0800 288 887 (NZ)  
1800 125 036 (AUS)  
helpdesk@healthlink.net

Contact Us

**Dr Rosalie Fisher**  
Breast Oncologist, Melanoma Oncologist, Gynaecological Oncologist

[Compose Referral](#)

• Procedures & Services • Areas of Interest • Languages • Qualifications • Affiliations • Publications

**Canopy Cancer Care**  
Phone: +64 9 6235922  
Fax: +64 9 6387295  
Email: admin@canopycancercares.co.nz  
Address: Mercy Ascot Hospital, 98 Mountain Road, Epsom, Auckland 1023

**Summary**  
Rosalie Fisher is a medical oncologist specialising in the treatment of patients with breast, melanoma and gynaecological cancers. Rosalie has worked at Auckland Hospital since her return to NZ from the UK in 2013 and also more recently at Canopy Cancer Care. She is a Trustee on the board of Melanoma NZ and a member of the NZ Gynaecological Cancer Group. Melanoma is an active research focus where she aims to improve patient outcomes by access to new, improved therapies. Rosalie also strives to provide clear communication and compassion as part of comprehensive patient care and welcomes referrals for breast, melanoma and gynaecological cancers. Please note that the Specialist who sees a patient may differ from the one selected due to considerations of urgency and workload.

**Procedures & Services Offered**  
Chemotherapy  
Hormone Therapy  
Immunology  
Targeted Therapy  
Antibody Therapy

**Areas of Interest**  
Breast Cancer  
Melanoma  
Gynaecological Cancer  
Tumour Biology  
Tumour Evolution

**Website Link**  
<http://www.canopycancercares.co.nz>

**Qualifications, Training & Experience**  
MBChB (Auckland) 2004  
FRACP  
Rosalie graduated from the University of Auckland School of Medicine in 2004 and completed specialist training in oncology in 2010. Between 2010 and 2013 Rosalie completed a fellowship at the Royal Marsden Hospital in London before returning home to Auckland where she is now working at both Auckland Hospital and at Canopy. In London Rosalie undertook clinical and translational research in melanoma, kidney, breast and gynaecological cancers. She has recently completed a post-graduate research degree at the University of London, in which she used gene sequencing technologies to study tumour biology and evolution.

**Associateships, Memberships & Partnerships**  
Memberships  
• Melanoma NZ (Trustee)  
• NZ Gynaecological Cancer Group

**Publications**  
Rosalie has been published widely in peer reviewed cancer journals

**Gender**  
Female

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# What do users say?

*"I've found CareSelect to be a good way to search for specialists rather than using the medical specialist book that I normally use...it's good to have an acknowledgement that the referral has been sent immediately. I will use CareSelect as much as I can from now on."*

*Dr Slushna Weeramuni, GP  
Lynnmall Medical Centre*

*"Once you have started using CareSelect there is no way you would go back to faxing or posting referrals."*

*Debbie Palmer, Practice Manager  
Richmond Road Medical Centre*

*"Canopy Cancer Care want to make the referral process as easy as possible for our referrers, but still get the necessary patient information to ensure we offer the best treatment options. We are delighted that CareSelect delivers this. Ideally we would get all our referrals electronically."*

*Ben Harman, General Manager  
Canopy Cancer Care*

*"We have already received a significant number of referrals from CareSelect since we began using it. We expect our referral numbers will continue rising as awareness of this service increases. CareSelect has become the preferred method of referral for many practitioners."*

*Susan Hay, Operations Manager  
The Hepatitis Foundation of New Zealand*

# Integration with key EMR vendors

HealthLink CareSelect is integrated with the following electronic medical record (EMR) systems, creating a streamlined end-to-end workflow for GPs, specialists, allied health and non-government organisations. Providers with any of these EMRs can benefit from receiving referrals directly into their systems. (Providers that don't have any of these can still receive CareSelect eReferrals via the HealthLink portal - see over.)



...simply delivers!



# The HealthLink portal: for healthcare providers without an EMR

If providers don't have an electronic medical record system, they can still receive CareSelect eReferrals. With access to HealthLink's user-friendly and secure portal, a provider will receive an email notification when an eReferral is received. The eReferral and any attachments can be accessed using a secure log in through any web browser. This enables GPs to utilise the more reliable and convenient electronic referral process, even if the recipient provider does not have systems compatible with CareSelect.

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0800 288 887 (NZ)  
1800 125 036 (AUS)  
helpdesk@healthlink.net

Contact Us  
logout

Forms Welcome organisation@newzealand.org

Compose  
Inbox  
Parked  
Submitted

**Inbox**

**Refine by**

Received Between:  and   
 Form Status:   
 Reference ID:   
 Patient's Name:   
 Patient's NHI:   
 Patient's DOB:

Click on the row to view the record      Items per page: 10      Page 1 of 4 - 31 records

Reference ID	From	Patient's Name	NHI	Description	Date Received	Status	Action
CSL-21266	Dr Sam Entwistle	BRENDAN MOUSE	JDR1234	Referral to Organisation	21/07/2015	viewed	
CSL-20791	Dr Claude Smith	TRICIA DUCK	JDR1231	Referral to Organisation	15/07/2015	viewed	
CSL-20788	Dr Pat Jones	TOM COYOTE	JDR1232	Referral to Organisation	15/07/2015	viewed	
CSL-20752	Dr Sam Entwistle	ALEX BIRD	JDR1233	Referral to Organisation	15/07/2015	viewed	
CSL-20154	Dr Sam Entwistle	MICHELLE CAT	JDR1235	Referral to Organisation	08/07/2015	viewed	
CSL-19175	Dr Sam Entwistle	ANITA PALMS	JDR1236	Referral to Organisation	26/06/2015	viewed	
CSL-18755	Dr Linda Muldoon	SHAUN CLINTON	JDR1237	Referral to Organisation	23/06/2015	viewed	
CSL-18686	Dr Sam Entwistle	ANNE-MARIE WHITE	JDR1238	Referral to Organisation	22/06/2015	viewed	
CSL-18665	Dr Sam Entwistle	GEOFF STAPLE	JDR1239	Referral to Organisation	22/06/2015	in progress	
CSL-18392	Dr Sam Entwistle	GRAEME SU	JDR1230	Referral to Organisation	18/06/2015	viewed	

Navigation: << < > >>

Example screenshot of the HealthLink portal

## Take full advantage of CareSelect with a Full Bio

Contact HealthLink now to learn about our pricing options and how our Clinical Editor can help you create a Full Bio.

Email us at [caresselect@healthlink.net](mailto:caresselect@healthlink.net) or call us on 0800 288 887.



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Newmarket, Auckland 1023  
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[www.healthlink.net](http://www.healthlink.net)  
[info@healthlink.net](mailto:info@healthlink.net)

HealthLink helps over 30,000 healthcare practitioners deliver certainty in care by enabling them to exchange patient information quickly, reliably and securely.

1800 125 036 (AU)  
0800 288 887 (NZ)