

GP REFERRAL FAQ



Western Health

Why is Western Health changing referral requirements to specialist clinics?

This change is a Medicare and Commonwealth requirement. GP referrals to specialist clinics need to be addressed to the relevant Head of Units (HOU) or Clinical Lead. Referrals that do not follow the new guideline will be rejected and can negatively impact patient care. This change will align Western Health with other Health Services across the country to ensure a consistent approach to referrals.

How much time will this add to writing a referral?

We expect this required change to take no longer than 1 minute. All details are available at www.westernhealth.org.au/HealthProfessionals/Referrals and we recommend bookmarking the pages you frequently visit when referring patients. By ensuring the correct process is followed the first time, less time will need to be spent making relevant changes and resubmitting.

What is the correct process to follow?

1. Open Western Health referral webpage and select relevant HOU or Clinical Lead.
2. Input relevant HOU or Clinical Lead into your referral letter.
3. Submit the referral as you normally would

Where can I find information on the correct Head of Units?

Up to date details of the relevant Head of Units can be found here: www.westernhealth.org.au/HealthProfessionals/Referrals

What do I do if my referral is rejected?

If your referral is rejected, please refer to the Western Health referral webpage to ensure you have provided the required information as outlined in the referral guidelines.

What happens if I don't follow the new process?

Failure to follow the new process will result in your referral being rejected. You will be notified of the rejection and required to make the relevant changes before resubmitting. Patients will be notified in writing each time their referral has been rejected.

Will I still receive confirmation of my referral being accepted or rejected?

Yes, you will continue to receive a confirmation letter if your letter is accepted or rejected. The rejection letter will outline what information is incorrect or missing. You'll need to update the information and resubmit the referral. Patient will also continue to be notified of their referral status.

Who will triage referrals?

Referrals will be triaged by a registered nurse to establish if any details are incorrect or if further information is required. If rejected, you will receive details of all required changes in one form.