

Infoxchange Australia  
375 - 377 Johnston Street  
Abbotsford VIC 3067 Australia  
ph: 03 9418 7400  
fax: 03 9486 9344

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I've been working as an Emergency Care Co-ordinator at Box Hill Hospital for the last four and a half years and in this time I have been using S2S eReferral on a daily basis to coordinate referrals and services for my clients.

S2S eReferral is a virtually foolproof method of ensuring referrals end up in the right hands quickly.

Our program at the Emergency Department needs to be able to make timely referrals that are acknowledged promptly. It also needs to have access to information about other service providers and their criteria for acceptance of referrals. These two vital needs cannot be met in a paper-based system but have been easily resolved by S2S eReferral. There were issues with security in a fax-based system and with navigation in a phone-based system - it was often difficult to reach the appropriate person.

S2S eReferral facilitates the referral process by providing a secure and certain pathway from referrer to service provider, and around the network of users.

S2S eReferral system is superior because it is client-based rather than referrer-based. It allows me to track full client information, previous referrals and comments and in the same time meet all the necessary privacy issues. Now I can easily get a "Big Picture" overview.

SCoTT is a requirement for referral to most service providers, whether paper or electronically based. Using SCoTT in S2S eReferral makes the referral process infinitely faster than previously and it undoubtedly saves me a lot of time.

I look forward to the expansion of the system to include other Primary Care Partnerships because it will make the workloads of my colleagues and myself more manageable and cohesive.

Ann-Marie Deeker  
Emergency Care Co-ordinator  
Box Hill Hospital