

S2S: Electronic Service Coordination System

User Guide

S2S Argus Pilot Project

INFOXCHANGE AUSTRALIA

Technology for Social Justice

2009

**General Practice eReferral Project:
Argus and S2S (Electronic Service Coordination System)**

The user testing phase of the project will involve the participation of the GP's in the following GP practices and the S2S services in the Eastern and Gippsland regions.

Latrobe Community Health Service (Latrobe)

- ACAS
- Allied Health Services (Dietetics, Occupational therapy, Podiatry, Physiotherapy & Speech Pathology)
- Community Health Nurse (Continence, Diabetes, General Health, Respiratory, Lymphoedema, IHSY)

Bairnsdale Community Health Centre

- Allied Health Services: Diabetes Education
- Breast Cancer Support

Latrobe Community Health Service (East Gippsland)

- ACAS

Gippsland Lakes Community Health (Lakes Entrance Site)

- HACC Service,
- Adult Day Centre Program PAG (HACC)
- Allied Health Services: Diabetes Education
- Allied Health Services: Dietitian
- Allied Health Services: Occupational Therapy
- Allied Health Services: Physiotherapy
- Allied Health Services: Podiatry (HACC)
- Allied Health Services: Speech Pathology
- Living at Home Assessment

Whitehorse Community Health Service

- Diabetes Education
- Chronic Disease Management

Peter James Centre Aged Care Assessment Service

- Aged Care Assessment Service

Eastern Palliative Care (EPC)

- Palliative Care

MacLeod Street Medical Centre

- Dr Graham Bromwich
- Dr Suzanne George
- Dr Naveen Joshi

Morris St Medical Centre

- Dr R Brack,
- Dr J Birch
- Dr D Campbell
- Dr A Chien

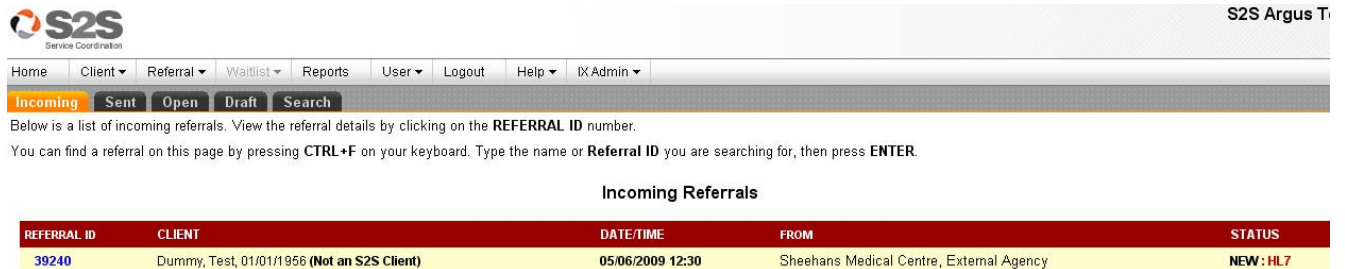
Breed Street Clinic

- Dr Paul Brougham
- Dr Neville Steer
- Dr Roger Fitzgerald
- Dr Richard Cristofaro
- Dr Stephen Omifolaji
- Dr Allin Marrow
- Dr Pauline Field
- Dr Ruth Elmore

Sheehans Medical Centre

S2S registered users will be able to login with the same usernames and passwords used to access the live site.

The user testing will be done at the following website <https://argus-test.s2s.org.au/>



The screenshot shows the S2S Argus Test web application. At the top, there is a navigation menu with options like Home, Client, Referral, Waitlist, Reports, User, Logout, Help, and IX Admin. Below the menu, there are buttons for Incoming, Sent, Open, Draft, and Search. A message states: "Below is a list of incoming referrals. View the referral details by clicking on the REFERRAL ID number. You can find a referral on this page by pressing CTRL+F on your keyboard. Type the name or Referral ID you are searching for, then press ENTER." The main content area is titled "Incoming Referrals" and contains a table with the following data:

REFERRAL ID	CLIENT	DATE/TIME	FROM	STATUS
39240	Dummy, Test, 01/01/1956 (Not an S2S Client)	05/06/2009 12:30	Sheehans Medical Centre, External Agency	NEW: HL7

Receiving a Referral from a GP

The referrals you receive from GP's will have **(Not an S2S Client)** next to the client name and **HL7** in red next to the status.

You can view and print the referral in VIEW and/or COMPRESSED VIEW formats.

You will see the information that a GP sends in the form of 4 attachments.

- | | | | |
|----|---------------------|-------------------------------------|-------|
| 1. | HL7 Data Attachment | hl7_200903131450000033_debug | 22224 |
| 2. | HL7 Data Attachment | hl7_200903131450000033_main | 1823 |
| 3. | HL7 Data Attachment | hl7_200903131450000033_LETTER.rtf | 8009 |
| 4. | HL7 Data Attachment | hl7_200903131450000033_observations | 914 |

- Debug** – Contains raw data and low level parsing of HL7 - only used if a corrupt HL7 is received and other files are not available. **(You can ignore this attachment)**
- main** – General information about sending service (HL7 data fields - everything except attachments and/or test results)
- LETTER** - The specific referral information is detailed in the **LETTER.rtf or/ VSRF.rtf** attachment (Can have any name, but usually with an .rtf extension)
- Observations** – additional relevant information such eg: pathology results. This will also have an .rtf extension

Attachments		
Label	Filename	Size
HL7 Data Attachment	hl7_200903131445120331_debug	21084
HL7 Data Attachment	hl7_200903131445120331_main	1831
HL7 Data Attachment	hl7_200903131445120331_LETTER.rtf	7513
HL7 Data Attachment	hl7_200903131445120331_observations	914

You can process the referral as you would any other referral that you receive eg: **acknowledge, allocate & change status.**

Please process the referral in the following order:

The referrals from the GP's need to be linked to the GP name prior to acknowledging the referral

1. Open the referral
2. Open the attachment that says LETTER (print if required)
3. Locate the name of the referring GP in the attachment
4. Copy the name
5. Click on the **Rename Sender** button
6. Paste the GP name in the slot
7. Click on **submit** to link the GP name to referrals

Referral Status	
The status of this referral is:	New

Referral cover sheet	
General Referral Details	
Referral ID:	39220
Client:	DUMMY, Denise, 01/01/1971 (Not an S2S Client, assign one.)
From:	argus, External Agency <input style="border: 1px solid gray;" type="button" value="Rename Sender"/>
To:	ACAS, Latrobe Community Health Service, Latrobe
Date/Time:	03/06/2009 15:16

GP Referral	Referral Date: Friday, 5 June 2009 GP Review Date: Friday, 5 June 2009 Feedback Requested: Yes
Referral to: C D M Whitehorse Community Health Whitehorse Rd Box Hill Vic 3128 Phone: Fax: Email: 139190@argus-test.argus.s2s.org.au	Referring General Practitioner: Dr. Anthony Chiu SHEEHANS MEDICAL CENTRE 81 CANTERBURY RD BLACKBURN SOUTH Vic 3130 Phone: 03 98771200 Fax: 03 98771722 Email: Provider No.: 2237379T

Letter attachment

Referral ID:	39240
Client:	DUMMY, Test, 01/01/1956 (Not an S2S Client, assign one.)
From:	Sheehans Medical Centre, External Agency <input style="border: 1px solid gray;" type="button" value="Rename Sender"/>
To:	Chronic Disease Management, Whitehorse Community Health Service
Date/Time:	05/06/2009 12:30

Privacy	
Referral Privacy	<input type="checkbox"/>

Data included from	
Below is a list of the titles visible in the referral letter.	<input type="text" value="Dr. Anthony Chiu"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

Now you can acknowledge the referral

The next step is to link the client to the S2S database:

You will need to add this client to the S2S database by clicking on the [assign one](#) link

Referral cover sheet

General Referral Details

Referral ID: **39797**

Client: George Donnelly, 02/07/1922 (Not an S2S Client, [assign one.](#))

From: [System Service, System Agency](#)

To: **Private Psychiatric Services - PRAHRAN, Alfred Hospital**

Date/Time: **13/03/2009 14:46**

If the client is not an existing client, then you need to click on the **Assign to a new Client**

Assign this Referral to an S2S Client

Assign to an existing client **Assign to a new client**

Family name: **Family name** **Given names** **Sex** **D.o.b.**

Given names:

Gender:

Date of birth:

Rows 1 - 6 from 0

Cancel **Save**

Complete the other relevant fields such as Sex, Address and Suburb information and click on **Save**
The client will now be saved and the referral will be available in the client referral history area.

Assign this Referral to an S2S Client

Assign to an existing client **Assign to a new client**

Given Names:* Number / Street:

Family Name:* Suburb:

Preferred Names:

Gender:* State:

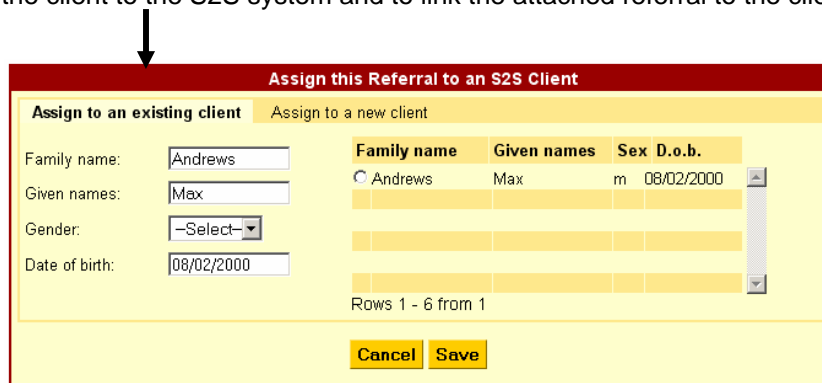
D.O.B.*: Postcode:

Title:

Marital Status:

Cancel **Save**

If the referral that you receive is for a client who is already in the S2S database/system, then you will see their details on the right hand side. You can tick the **radio button** next to the family name and click on **save** to add the client to the S2S system and to link the attached referral to the client.



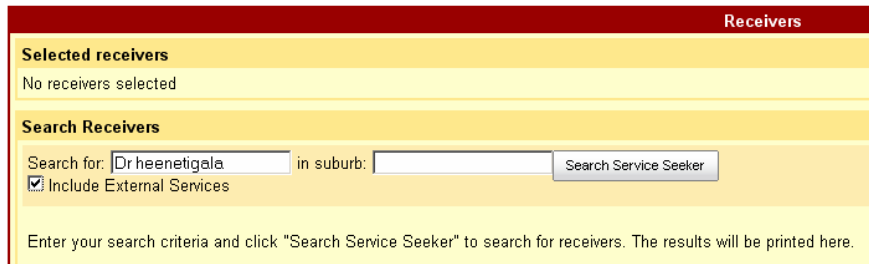
Sending a Referral to a GP

When sending a referral to a GP, click on the Search button from the Select Receivers Area and type the full name of the receiving GP.

Eg: Type **Dr Heenetigala** (This is the Infoxchange GP – used for practice purposes only)

Tick: “Include External Services” to find the GP

▼ **Receivers**



Click the Search Service Seeker box

GPs are listed with **[External HL7-email]** at the end
Tick the box next to the name, complete and send the referral.

Remember –

- **You cannot send attachments with referrals to GP's**
- **You cannot copy referrals in S2S for sending to GP's**



S2S

Service coordination
An Infoxchange enterprise

Selected receivers

No receivers selected

Search Receivers

Search for: in suburb:

Include External Services

[General Medical Practitioner \(GP\), Dr Nihal S Heenetigala, General Medical Practitioner \(GP\) Services](#) [External: HL7-email]