New CISS referral process

What’s happening?
We are creating a single point referral process to CISS.

Why?
The aim of a single point of referral is to make it easier for MN referrers to refer patients to CISS.

CISS has 23 services delivering a range of services through 3 primary referral processes.

<table>
<thead>
<tr>
<th>refer</th>
<th>Paper (PDF email) referral forms</th>
<th>No referral forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>15</td>
<td>3</td>
</tr>
</tbody>
</table>

In the current state if a patient needs multiple services the referrer needs to do individual referrals to each service.

So what’s changing?

- CISS is developing a **single point of referral and processes** to manage this via the electronic referral system – refer.
- Soon, you will see a single button in refer for CISS.
- A new navigation option will be available to choose if you do not know the CISS service to refer your patient to.
- All CISS services will receive referrals via refer.
- Referrals used by the Geriatric Rehabilitation Liaison Service (GRLS) will not change.

When will refer be changing?
On **25 September 2017** Caboolture Hospital and Caboolture Community Health Centre will be able to access the new look referral option in refer. Remaining facilities will roll out at intervals shortly after. We will communicate with remaining facilities prior to their implementation.

Who will provide support during the change over?
The CISS Central Referral Unit is available to assist with referral enquiries on 1300 658 252.

How will it be changing?
The rollout of the updated CISS referral will be staggered. This will happen based on the UR selected in refer. When your site receives the updated version of refer you will see it automatically. If your site has not gone live with the new version you will continue to see the current version of refer.

How can you give feedback?
Your feedback on the new referral process is important to us and will be incorporated as CISS by Design progresses and can be sent to CISS-By-Design@health.qld.gov.au

Check out the TEST environment: Please go to https://refer-uat.bnc.health.qld.gov.au via Mozilla Firefox, selecting Caboolture as the facility to view the changes.

But remember when submitting a LIVE referral to CISS please select the refer icon on your desktop or through opening Mozilla Firefox and entering the address http://refer.health.qld.gov.au

We look forward to working with you to ensure your referral process into CISS is easy, fast and efficient.

**CISS by Design** is our team effort to refresh and reshape our existing services to assist in addressing the current and emerging priorities for Metro North HHS and to better meet health needs into the future.

We will achieve this by:
- Reviewing and refreshing what CISS currently does
- Improving access to the care we provide for our clients and patients
- Streamlining processes to make it easier for all MNHHS staff to undertake their work