

# Healthcare Software's Clinical Referrals Platform comes to Victoria's Ballarat Health Services

Ballarat Health Services (BHS) has chosen digital health Innovator Healthcare Software (HCS) to deploy a streamlined clinical referrals system.

The Clinical Referral Management System (RMS) enables general practitioners, community healthcare professionals and Ballarat Health Service's teams to seamlessly exchange patient information and referrals. These referrals are received into the RMS to allow tracking, triage and management of outpatient and clinic service referrals across multiple BHS facilities and specialties. Referrals are all sent by secure messaging with the solution deployed as a contemporary, cloud-based SaaS solution.

It will replace the current BHS manual referral management process. By integrating information across the whole Ballarat Health Services system, streamlining processes and simplifying workflows, BHS staff can immediately view relevant referral information, reduce duplication and errors, and process referrals faster.

HealthCare Software chief executive John Elkerton says the Hobart-based e-health company is thrilled to be delivering the system to Ballarat Health Services, following successful deployment across Tasmania in partnership with Primary Health Tasmania and the Department of Health.

"It's exciting to be able to offer an innovative, comprehensive solution to this acknowledged challenge" Mr. Elkerton says.

"This solution is all about enabling two-way communication – the hospital can send back electronic referral status updates to the GP, and the GP can submit additional information back to the hospital,"

"This ensures the patient triage process is fully supported and optimised." Mr. Elkerton explained.

"Ballarat Health Services are keen to have this innovation rolled out to our Specialist Outpatient Clinics. It will provide BHS with the opportunity to provide the best care to our patients and timely communication between our clinics and patient GP's."

Using this solution, Ballarat Health Services plans to eliminate clinical correspondence with GPs and Hospitals via manual, unsecure, and error-laden processes, such as fax or mail. However, the HCS Clinical Referrals Management System also enables the efficient continuation of paper-based referrals when digital referral initialisation is not currently available or convenient to community health providers.

## About Ballarat Health Service

Ballarat Health Services is the main public referral health service to the Grampians region of Victoria, with a catchment population of over 250,000 people. Ballarat Health Services delivers care across all health settings, including in-home, community programs, aged care, and all hospital admissions.

## About Healthcare Software

Healthcare Software (HCS) is among the most successful Australian e-health companies, specialising in the creation of innovative clinical software solutions that excel in meeting the real business needs of health practitioners.

All HCS products are contemporary, cloud based, SaaS tried and tested solutions. These solutions include flexible medical records that can function as EMR, portal or personal health records, medication formulary and controlled drug management solutions. They have an emphasis on clinical guidance, efficiencies in clinical communication and the reduction of errors in health systems.

HCS solutions have been deployed in over 600 hospitals and other health facilities, with state-wide implementations across Victoria, Queensland, Western Australia, and Tasmania. They also support around 20% of community health providers with the Digital Health Guide in collaboration with Semantic Consulting.

For further information please refer to our website ([www.healthcaresoftware.com.au](http://www.healthcaresoftware.com.au)) or contact John Elkerton (CEO) on 03 6224 9955 or [john@healthcaresoftware.com.au](mailto:john@healthcaresoftware.com.au)