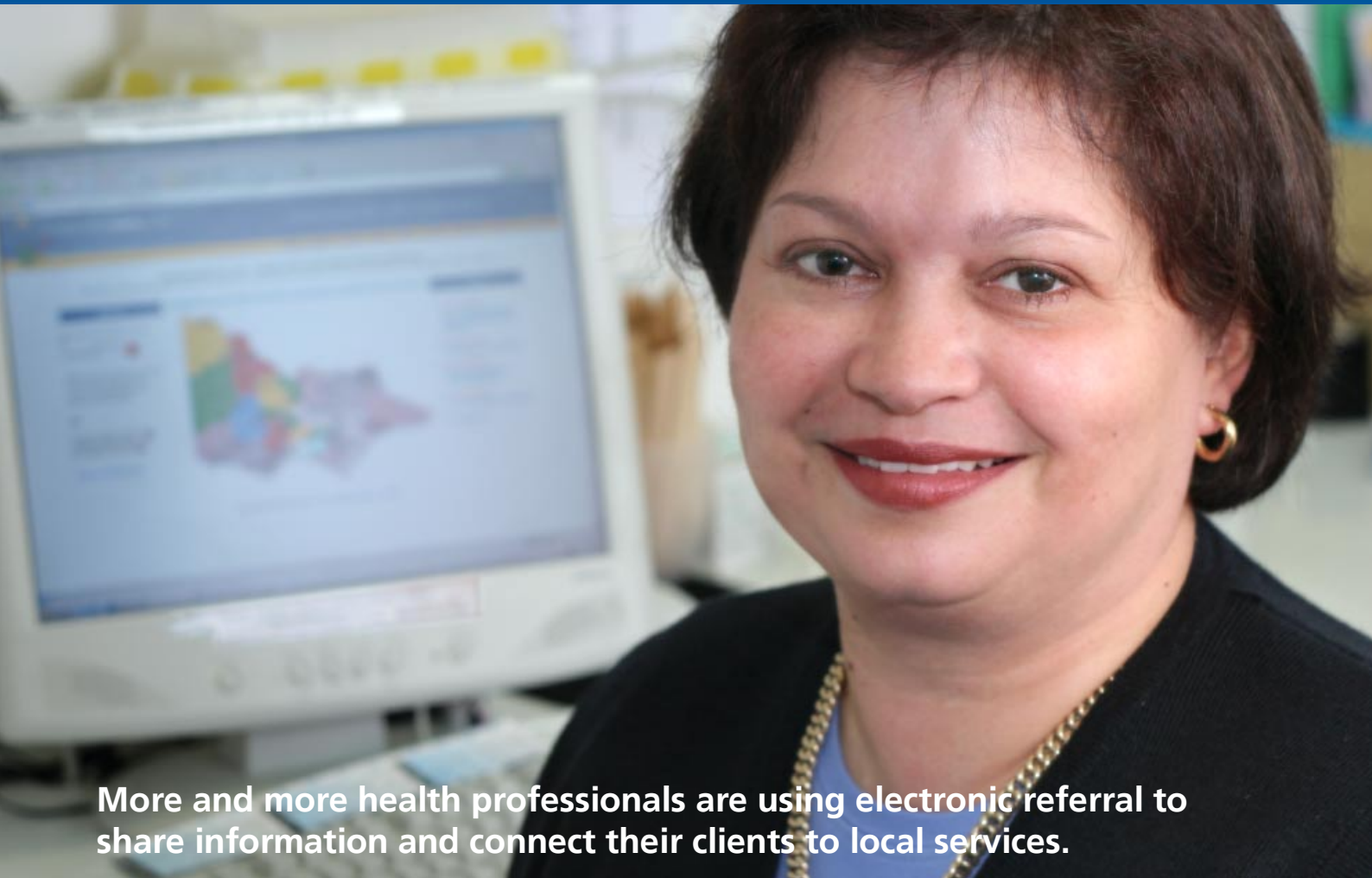




connectingcare.com
'networking to increase access'



More and more health professionals are using electronic referral to share information and connect their clients to local services.

Connectingcare provides an integrated system for messaging and electronic referral to over one hundred health care agencies across Victoria and is bridging the information gap between services and people.

Since 1997, our system has been meeting the service coordination needs of intake staff, managers and health professionals. The Connectingcare community and health services directory provides the most up-to-date information on over 6000 services across Victoria. Our e-referral system enables referrals to be sent and received using encrypted email. Fax and hard copy sending options are also available.

Our approach to electronic referral is one of practical, low risk solutions. We use existing Internet-based technology to create a secure platform for referral without the cost of additional software or equipment.

Our e-referral solutions are easy to learn, easy to use.

Our partners

To date, our clients include approximately half of Victoria's Primary Care Partnerships (PCP), generating

more than 300 electronic referrals per month. We are continuing to grow. One of our major projects is the integration of electronic referral with the hospital patient systems of Melbourne Health, Western Health and Ballarat Health Service.

Finding the right service

By accessing www.connectingcare.com, and following a simple process that mirrors the workflow of referrals familiar to your staff, secure referrals can be made to a registered agency.

The Connectingcare interface enables local services to be identified using a powerful search function. Services can be searched by Department of Human Services (DHS) region, local government area or PCP. Once a catchment has been selected, staff can browse by service type, keyword or provider.

Information on eligibility criteria, fees, disabled access, and contact details assists staff to identify the best options for the client and to confidently answer questions regarding access, fees and waiting times, where indicated.



Supporting staff and agencies

We conduct on-site training to all staff in the use of the service directory and e-referral system. General training sessions are provided to intake staff and health professionals. The cost of this introductory training and ongoing support is included in the joining fee.

Training focuses on the integration of e-referral into your existing processes and systems. Follow-up assistance is provided to help staff effectively use this system in their daily work.

We train local administrators to issue user names and update your service information on the Connectingcare website.

Secure communications—a standards based approach

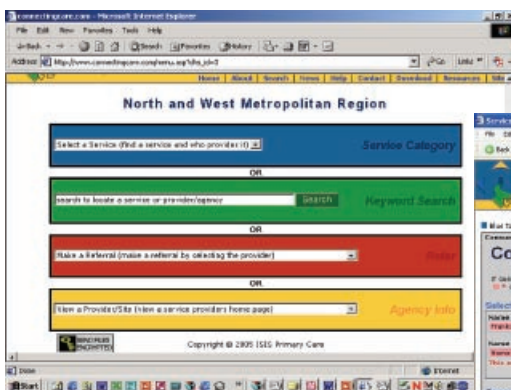
Client information is entered on an online Service Coordination Tool Template (SCTT) form using a 128 bit Secure Socket Layer (SSL) connection. This is the endorsed standard for authenticated and encrypted communication and is used by the banking industry for online transactions.

A referral can then be automatically generated and sent via encrypted email to The Health eSignatures Authority (HeSA) certified agencies. This is enforced using Public Key Infrastructure (PKI)—in accordance with the Commonwealth Government's Gatekeeper Policy. Non HeSA certified agencies cannot receive e-referrals, though they are able to send them.

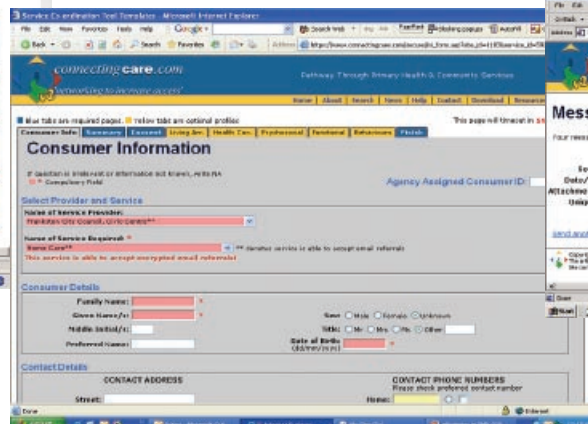
No client data is stored on the Connectingcare server. Only de-identified information is accessed for management and reporting purposes.

Benefits of our system

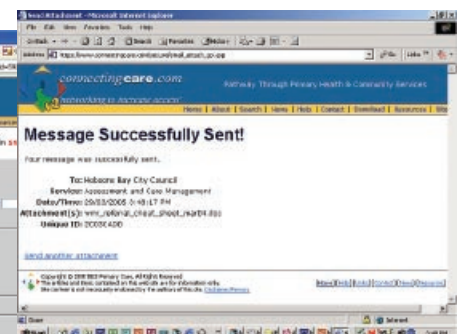
- No additional software is required to utilise the e-referral function on the Connectingcare website.
- Each step of our e-referral system comes with useful prompts to guide staff through the referral process.
- No additional consent is required from the client to use the online referral system as neither referral nor client data is stored on our website.
- Referrals can be initiated by staff by either using the online form or exporting a populated SCTT from your client management system with basic client information.
- Our system meets appropriate DHS requirements to support service coordination through the availability of online SCTT tools and e-referral.
- Information on our directory is maintained by registered agencies. This means that it is always up-to-date.
- Information about your services can be fed into your agency webpage or intranet from our directory.
- Close integration with DHS Human Services Directory is enabling single point of update for agency and service information.
- Our directory can be customised and downloaded to create a local contacts list, mail merge, agency details and directory listings.
- Local administrators enable agencies to manage who uses the system and to update service information on an as needs basis.
- There are no claims of ownership of agency data and no on-selling of agency data.



Services are selected from a directory



Client details are entered in the SCTT form



e-referral securely sent



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Frequently asked questions

Is Connectingcare compatible with our existing client information systems?

Most client management systems can now save or export registration and client notes using the SCTT. These forms can be completed online or exported from your local system and attached as a part of an encrypted email.

Even if we are not enrolled, can our agency still send e-referrals?

Agencies who are not HeSA certified can send e-referrals but not receive them. For your agency to send e-referrals you simply need to have access to the Internet and a current browser. To receive e-referrals, your agency needs to be PKI registered and be a member of a subscribing Primary Care Partnership.

How long does it take to implement, including PKI registration?

On average, it takes between two to four months for agencies to be up and running using the Connectingcare system. This period varies according to each organisation's readiness and the complexity and type of corporate IT environment. We have found that agencies who have implemented the practices, protocols, processes and systems to support service coordination adopt the system more readily.

What is encrypted email?

Encrypted email is a way to send confidential information securely that complies with Commonwealth standards for secure online transactions. Following the completion of an online SCTT form or by attaching an Initial Needs Identification form (INI), the message is encrypted (scrambled), sent and decrypted (unscrambled) securely at the receiving agency.

Will we need to obtain additional consent to transfer client information electronically?

Additional consent is not required. Neither referral nor client data is stored on the Connectingcare website.

Subscription costs

Annual subscription per PCP: \$5500

Initial joining and training fee per PCP: \$5500

- Fees are reviewed annually
- Figures do not include GST
- 10% discount to the joining fee if more than one PCP in the region subscribes at the same time. 25% discount to each joining fee if all PCPs in the regional subscribe at the same time
- Fees cover maintenance, support and ongoing system developmental work as determined by the User Group

For further information

Simon d'Orsogna

Executive Officer

Mobile: 0418 321 254

Email: simon@connectingcare.com