



## **Community Health Services**

### **CENTRAL REFERRAL SERVICE**

The Community Health Services Central Referral Service aims to improve the patient's healthcare experience and supports clinicians in their role as health providers. The Central Referral Service addresses the changing health needs of the community by using highly trained staff and sophisticated technology to accurately capture, record and allocate required demographic and clinical information from the referrer.

### **FREQUENTLY ASKED QUESTIONS**

#### **What is the function of the Central Referral Service?**

CRS is the central access point to Complex, Aged and Chronic Care and Child and Family Health Community Health Services and enables GPs, patients, hospitals, families and health providers to register their request for services into Community Health Services for clinical triage.

#### **CRS is not a triage service.**

CRS receives and registers requests for referrals for WSLHD Community Health clinical services such as Nursing, Women's Health, Speech Pathology, Occupational Therapy, Physiotherapy, Podiatry, Audiometry, Counselling, Aged Day Care, Palliative Care

#### **How do I refer?**

Requests for referrals can be made by phone **1800 600 681** between 0900 and 1600 hours Monday to Friday, excluding public holidays. There is a 24 hour voicemail message service. Messages are generally retrieved and returned within 24 hours of receipt. Alternatively, the CRS Client Registration Form can be completed and faxed to CRS on **9881 7789**. Or a PDF format document can be emailed to the referrer on request.

#### **Why does CRS ask so many questions?**

CRS uses Community Health Service criteria to determine the eligibility of the referral request. Demographic, family/support, legal issues, risk issues, safety issues and presenting health information is required for the client registration and clinical allocation to the appropriate Community Health service. Some information requested is required by the Ministry of Health and funding agencies.

**There is no clinical assessment or triage provided by CRS**