

Frequently Asked Questions Making Referrals



Who can refer to TasCarepoint?

Anyone can contact the TasCarepoint including:

- ▷ Hospitals
- ▷ Health Professionals
- ▷ Carers
- ▷ General Practitioners
- ▷ Service Providers
- ▷ Clients

Do I need to use a particular form when making a referral?

Where possible please use the TasCarepoint Referral Form available on the DHHS website to ensure all information required has been provided.

Can I use my organisation's referral form to make a referral?

Yes however please note the **Referral information checklist**.

Can I make a telephone referral?

Yes however please note the **Referral information checklist**.

What is the expected turn around time?

- ▷ Referrals aim to be processed in one working day.
- ▷ Timeframe dependant on clients being contactable.
- ▷ Waiting times may apply for some services.

What if I have a client who needs to be seen the next day?

- ▷ Referrals for next day visit requests are to be received by 12noon the day prior to care.
- ▷ If after 12noon contact Service Providers directly.

Is there a fee involved with using TasCarepoint

Telephone and fax referrals are the cost of a local call. Mobile calls may cost more.

What will change?

A single number to refer to a range of Home and Community Care (HACC) services.

What will be the same?

Use existing referral methods for any services and providers outside current scope. Service providers and referrers will still communicate directly on client care issues.

Referral information checklist

Client:

- ▷ Name
- ▷ Date of Birth
- ▷ Contact Number
- ▷ Address
- ▷ Consent
- ▷ If live alone
- ▷ Pension type
- ▷ Health Issue
- ▷ Service/s requested

Carer (If applicable)

- ▷ Name
- ▷ Contact Number

Referrer:

- ▷ Name
- ▷ Organisation
- ▷ Contact details

Hospital Referrals Only

- ▷ Discharge Date
- ▷ Discharge Address
- ▷ 1st Visit date
- ▷ Specific treatment requests
- ▷ Medication instructions
- ▷ Diagnosis / history / alerts