

Frequently Asked Questions Receiving Referrals



How will Service Providers receive referrals?

Initially services will receive referrals via fax. It is anticipated that in the future referrals will be sent to service providers via email notification.

What do I need to do if I receive a referral?

Once a referral has been received the service provider needs to advise TasCarepoint as soon as possible whether the referral has been accepted or declined. For clinical areas such as nursing or allied health this needs to be advised within 2 hours and for other basic care areas this needs to be advised within 24 hours.

What happens if a referral is not able to be accepted?

TasCarepoint needs to be advised that the referral has not been accepted as soon as possible so that:

- ▷ Referral can be forwarded to alternative Service Provider
- ▷ Referrer/client can be advised if no service available

What will I receive Referrals for?

Services that you have advised TasCarepoint are available from your organisation.

Will I still receive referrals directly from clients and other referral sources?

Yes.

What if I have been sent a referral for a service or area I no longer or temporarily do not cover?

- ▷ Advise TasCarepoint that the referral has been declined.
- ▷ Arrange for a Service Availability Form to be completed and send to TasCarepoint as soon as possible to ensure accurate records are maintained and to avoid similar referrals being forwarded to you.

What happens if our contact details or a service/service area alters?

- ▷ Advise TasCarepoint as soon as changes are known.
- ▷ If a service or area serviced has changed please complete a Service Availability Form and forward to TasCarepoint as soon as changes are known.

How do I get in touch with the TasCarepoint to report an issue or provide feedback?

Please contact the TasCarepoint Team Leader, Angela Doyle on 1300 769 699.