ERMS - Electronic Request Management System

What does it do?

ERMS is fast and easy to use. It includes a directory of forms and providers which is centrally maintained. Each form includes a link to the relevant information on Community HealthPathways. Referrals are tracked electronically to minimize the risk of getting lost.

You can launch ERMS from an icon in your PMS. The forms will automatically populate from your electronic patient record. When you submit your referral it is saved to a secure database and delivered from there to the selected provider in the hospital or community.

How do I access?

ERMS is integrated with a number of practice management systems including Medtech32 Evolution, Profile, My Practice and Houston

For ERMS assistance including how to get started, phone Pegasus Application Support Team on:

(03) 353 9990 or search 'ERMS' on Community HealthPathways to find news, quick start guides, and help.

Top 10 ERMS TIPS

1.   Check the pathway first

Before making a referral, check Community HealthPathways to see that your patient meets the criteria and you've done the necessary workup. There is a Community HealthPathways button linking to the pathway at the top right of every ERMS form. Community HealthPathways also lists the relevant ERMS form:

Request services via:

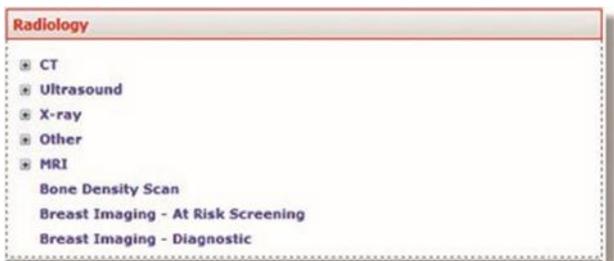- ERMS: Allied Health > Homecare Referral

2. Keep it short

Clinicians receiving requests want a clear reason for referral and dislike long 'lavatory roll' referrals. Take time to write a short paragraph. Please include only relevant information rather than pasting consultation

Keep it short – Public vs Private

For public referrals, attach just the key investigations – hospital clinicians can access most other results electronically. Private specialists do not have this access so investigations are valued.

3. Radiology Referrals

Use ERMS to make radiology referrals to both public (CRR) and private providers. See the Radiology section of the menu.

Radiology

- CT
- Ultrasound
- X-ray
- Other
- MRI
  - Bone Density Scan
  - Breast Imaging - At Risk Screening
  - Breast Imaging - Diagnostic

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4. Select Funder

Select which funding option covers the request. Select ACC for all accident related requests, even if referring to a public hospital department.

5. Add a provider

If the provider you want is not listed click the Add a provider link next to the Service Provider field and take 30 seconds to complete the request form

6. Send supporting documents

Scanned documents, images and PDFs stored in the patient record or on your computer can attached to a referral. Search 'ERMS attachment' on Community HealthPathways for help.   Remember – only send relevant document

7. Save a copy into the patient record

A sent referral will also be copied into patient record automatically but If you can't find a copy click Update Outbox in the history screen. You can also view previous referrals here within ERMS rather than via the Out Box.

8. Print Referral

To print a referral, click on the History section at the top of the ERMS menu, and select the referral form. Click on the name of the referral (not the fax icon).

9. Check delivery status

Check the delivery status by viewing the referral in the History section. You can see the delivery status, any **triage outcomes** and time sent. It is recommended you advise your patient to contact you if they have not heard back within expected timeframes. **Set a reminder** in your PMS for critical cases.

10. Delete Parked Referrals

You can delete a parked referral by clicking on it in the Parked Referrals section (found at the top of the ERMS menu) and pressing the 'Delete' button at the bottom of the page.