



# St Patrick's Mental Health Services

## HPM GP eReferrals Mini Guide

*This user guide summarises how the GP eReferral process works when referring to St Patrick's Mental Health Services (SPMHS) via the HPM application.*

*For HPM support queries please call 01 – 463 3000 followed by option 1, or email [gpsupport@helixhealth.com](mailto:gpsupport@helixhealth.com)*

### Step #1

Click 'Documents' in the top right corner of the patient's chart and then click the 'Electronic Referral' button.

The screenshot shows the Helix Practice Manager interface for a patient named Miss Test, Jane (F). The 'Documents' menu is open, and the 'Electronic Referral' option is highlighted. The interface includes various tabs like Waiting Room, Appointments, Patient, Reports, Tasks, Administration, and Help. The main area displays patient information, including Alerts, Drug Allergies, Other Allergies, Identifiers, Health Summary, Consultation History, Patient History, Medication, Tests, Medical History, and Recall Opportunities.



## Step #2

In the bottom left corner select 'General Referral' from the menu and then click the 'Add' button.

Helix Practice Manager : TheSurgery, ThePractice: PM

Waiting Room Appointments Patient Reports Tasks Administration Help

Search Add New Health Summary Consultation Notes Medication Medical History Immunisations Exams Protocols Charting Recalls HL7 Messages Documents Sketch Accounts Finalise

Patients Consultation Clinical Documents Accounts

Miss Test, Jane (F) 37Y 2M 07/07/1980 (10 Main Street, Dun Laoghaire, Dublin)

Alerts:  
Drug Allergies:  
Other Allergies:  
Identifiers:

Electronic Referrals

Drag a column header here to group by that column.

Type	Date	Status
General Referral	05/09/2017	Accepted
General Referral	01/09/2017	Accepted
General Referral	24/07/2017	Accepted
General Referral	24/07/2017	Accepted
General Referral	24/07/2017	Accepted
General Referral	24/07/2017	Accepted
General Referral	24/07/2017	Accepted
General Referral	20/07/2017	Accepted
General Referral	19/07/2017	Accepted
General Referral	18/07/2017	Accepted
Breast Referral	22/06/2017	Accepted
Breast Referral	22/06/2017	Accepted

Breast Referral  
Prostate Referral  
Lung Referral  
General Referral  
Radiology Order  
Dermatology Referral  
Lab Order  
Pigmented Lesion Referral  
Breast Referral

Edit Add



### Step #3

The 'National General Referral Form' will load up. Select Hospital Type 'Private'.

Helix Practice Manager : TheSurgery, ThePractice: PM

Waiting Room Appointments Patient Reports Tasks Administration Help

Search Add New Patients Con

Miss Test, Jane (F) 37Y 2M 0

Alerts:  
Drug Allergies:  
Other Allergies:  
Identifiers:

Electronic Referrals

Drag a column header here

Type

General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
Breast Referral  
Breast Referral

**NATIONAL GENERAL REFERRAL FORM**

**Patient Details**

Patient Name: Jane Test

Date of Birth: 07/07/1980 Sex: Female

**Hospital Type\***: ☐ Public ☒ Private

Hospital\*:

Hospital Unit\*:

**HealthLink Patients**

First Name: Jane Family Name: Test

Date of Birth: 07/07/1980 MRN: HL0001

Drag a column header here to group by that column.

**Reason For Referral**

Previous Hospital Attendance:

Referral Priority\*:

Preferred Consultant: Surname:  Firstname:

Reason For Referral / Anticipated outcome: \*

**Vital Signs**

BP Systolic/Diastolic: 120 / 80 mm/hg 06/07/2017

Height: 180 cm 06/07/2017

Weight: 65.0 kg 06/07/2017

BMI: 20.06 kg/M2

Pulse: 55 bpm 06/07/2017

Edit Add General Referral



## Step #4

Click the 'Hospital' list and select St Patrick's Mental Health Services.

Helix Practice Manager : TheSurgery, ThePractice: PM

Waiting Room Appointments Patient Reports Tasks Administration Help

Search Add New Patients Con

Miss Test, Jane (F) 37Y 2M 0

Alerts:  
Drug Allergies:  
Other Allergies:  
Identifiers:

Electronic Referrals

Drag a column header here

Type

General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
Breast Referral  
Breast Referral

**General Referral**

**NATIONAL GENERAL REFERRAL FORM**

**Patient Details**

Patient Name: Jane Test  
Date of Birth: 07/07/1980 Sex: Female

**Hospital Type\***: ☐ Public ☒ Private

Hospital\*: St. Patrick's Mental Health Services  
Hospital Unit\*:

**HealthLink Patients**

First Name: Jane Family Name: Test  
Date of Birth: 07/07/1980 MRN: HL0001

Drag a column header here to group by that column.

**Reason For Referral**

Previous Hospital Attendance:  
Referral Priority:\*  
Preferred Consultant: Surname: Firstname:  
Reason For Referral / Anticipated outcome: \*

**Vital Signs**

BP Systolic/Diastolic: 120 / 80 mm/hg 06/07/2017  
Height: 180 cm 06/07/2017  
Weight: 65.0 kg 06/07/2017  
BMI: 20.06 kg/M2  
Pulse: 55 bpm 06/07/2017

Edit Add General Referral





## Step #5

Click the 'Hospital Unit' list and then select 'Psychiatric Referral Service'.

Helix Practice Manager : TheSurgery, ThePractice: PM

Waiting Room Appointments Patient Reports Tasks Administration Help

Search Add New Patients Con

Miss Test, Jane (F) 37Y 2M 0

Alerts:  
Drug Allergies:  
Other Allergies:  
Identifiers:

Electronic Referrals

Drag a column header here

Type

General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
General Referral  
Breast Referral  
Breast Referral

**General Referral**

**NATIONAL GENERAL REFERRAL FORM**

**Patient Details**

Patient Name: Jane Test  
Date of Birth: 07/07/1980 Sex: Female  
Hospital Type\*: ☐ Public ☒ Private  
Hospital\*: St. Patrick's Mental Health Services  
Hospital Unit\*: Psychiatric Referral Service

**HealthLink Patients**

First Name: Jane Family Name: Test  
Date of Birth: 07/07/1980 MRN: HL0001  
Drag a column header here to group by that column.

**Reason For Referral**

Previous Hospital Attendance:   
Referral Priority\*:   
Preferred Consultant: Surname: Firstname:   
Reason For Referral / Anticipated outcome: \*

**Vital Signs**

BP Systolic/Diastolic: 120 / 80 mm/hg 06/07/2017  
Height: 180 cm 06/07/2017  
Weight: 65.0 kg 06/07/2017  
BMI: 20.06 kg/M2  
Pulse: 55 bpm 06/07/2017

Edit Add General Referral

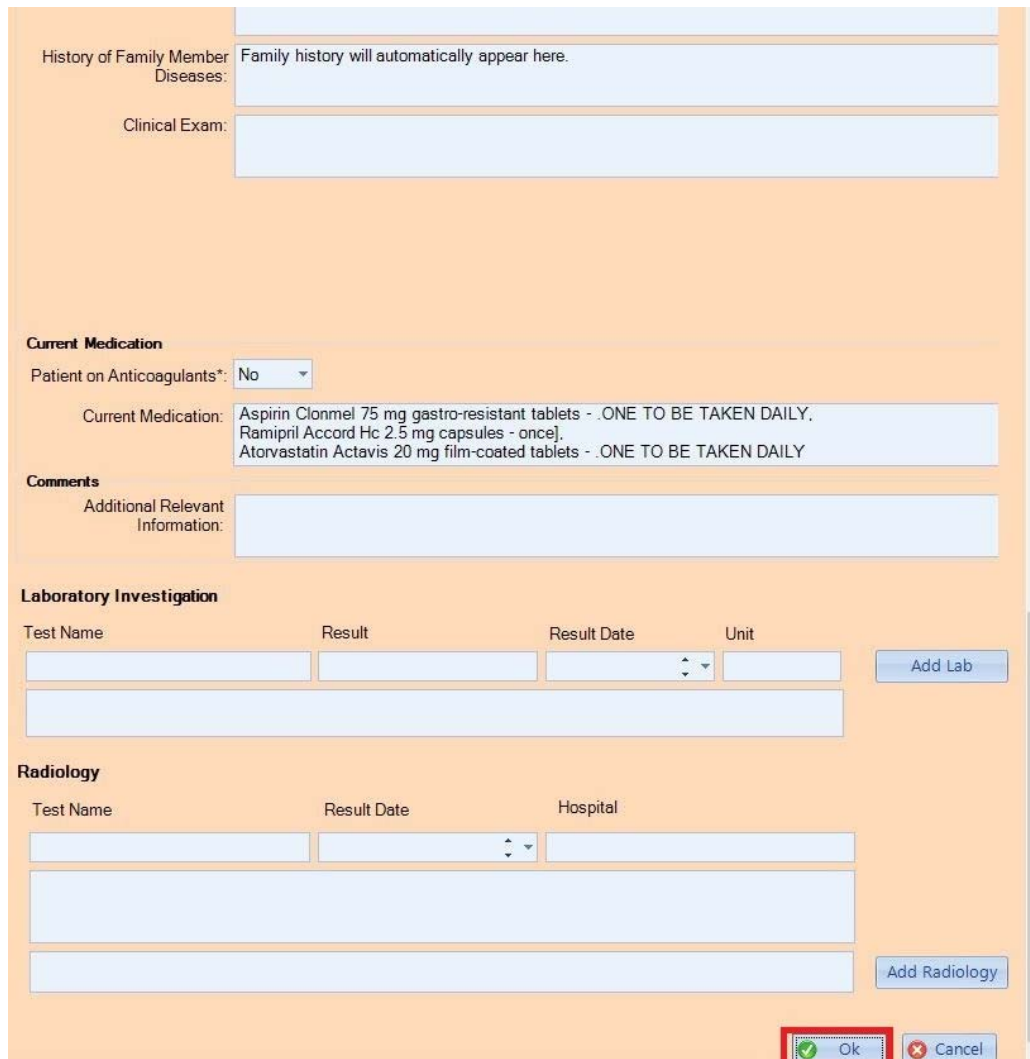


## Step #6

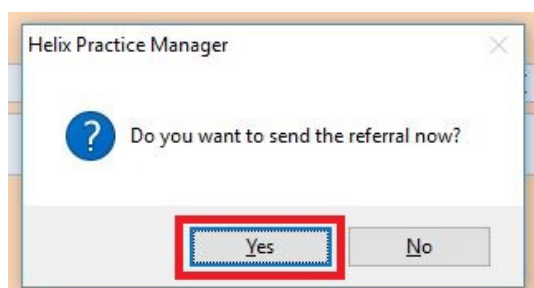
Fill in the patient referral information as normal.

Note: demographic and clinical information, such as past medical history, medications, etc, that have already been saved in the patient's chart will automatically populate the appropriate sections of the letter, meaning additional work/typing will be kept to a minimum.

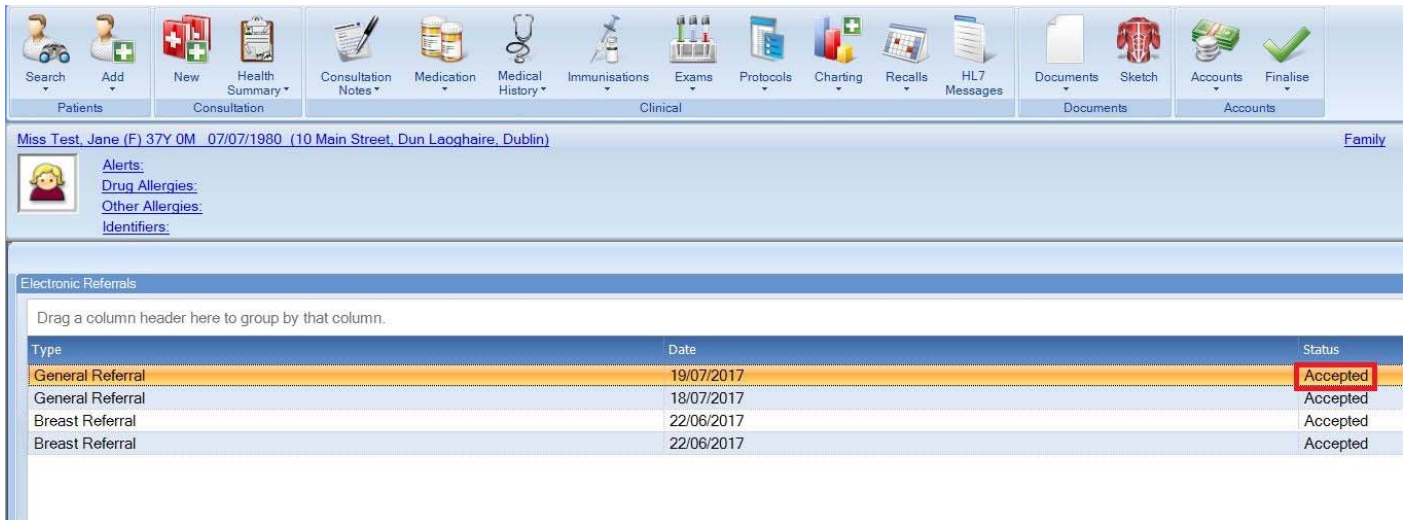
When all referral information has been filled in click 'Ok' in the bottom right corner.



A message will appear asking if you want to send the referral now. Click 'Yes'.



The referral will take approximately 3 seconds to deliver and will appear in the SPMHS booking office in real time where it can be triaged as normal. In the patient's chart the status of the referral will change to 'Accepted'.



Miss Test, Jane (F) 37Y 0M 07/07/1980 (10 Main Street, Dun Laoghaire, Dublin) [Family](#)

[Alerts:](#)  
[Drug Allergies:](#)  
[Other Allergies:](#)  
[Identifiers:](#)

Electronic Referrals

Drag a column header here to group by that column.

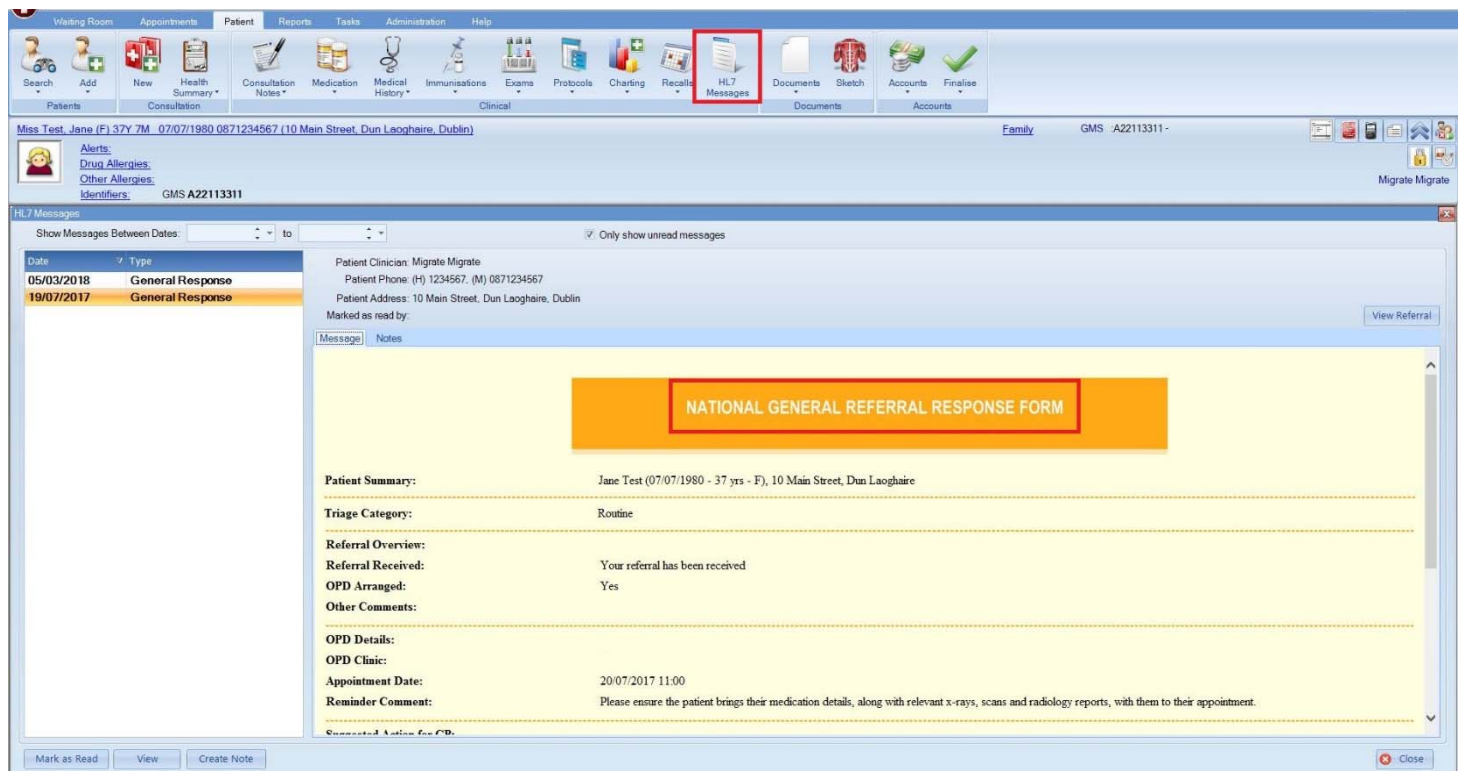
Type	Date	Status
General Referral	19/07/2017	Accepted
General Referral	18/07/2017	Accepted
Breast Referral	22/06/2017	Accepted
Breast Referral	22/06/2017	Accepted

## Viewing Response Messages from St Patrick's Mental Health Services

### Option 1 – View response in the patient's chart

If a referral response message is sent by SPMHS to the practice (via the Healthlink Online Portal) it can be viewed in the patient's chart by clicking the 'HL7 Messages' button in the bar at the top of the screen.

In the list on the left-hand side you will see a history of response messages that have come back for this patient and the date each one was received.



The screenshot shows a patient chart interface for Miss Test, Jane (F) 37Y 7M, born 07/07/1980, residing at 10 Main Street, Dun Laoghaire, Dublin. The 'HL7 Messages' button in the top navigation bar is highlighted with a red box. Below the navigation bar, the patient's details and a list of HL7 messages are displayed. The list shows two messages: one from 05/03/2018 and another from 19/07/2017, both labeled 'General Response'. The 19/07/2017 message is selected, and its details are shown in the main area. The details include a patient summary, triage category, referral overview, OPD arranged status, and other comments. A large orange box with the text 'NATIONAL GENERAL REFERRAL RESPONSE FORM' is prominently displayed in the center of the message details area.

Date	Type
05/03/2018	General Response
19/07/2017	General Response

**HL7 Messages**

Show Messages Between Dates: [ ] to [ ] ☒ Only show unread messages

Patient: Miss Test, Jane (F) 37Y 7M - 07/07/1980 0871234567 (10 Main Street, Dun Laoghaire, Dublin)

Alerts: [Drug Allergies](#)  
Other Allergies: [Other Allergies](#)  
Identifiers: [GMS A22113311](#)

Patient Clinic: Migrate Migrate  
Patient Phone: (H) 1234567, (M) 0871234567  
Patient Address: 10 Main Street, Dun Laoghaire, Dublin  
Marked as read by: [ ]

**NATIONAL GENERAL REFERRAL RESPONSE FORM**

**Patient Summary:** Jane Test (07/07/1980 - 37 yrs - F), 10 Main Street, Dun Laoghaire

**Triage Category:** Routine

**Referral Overview:**

**Referral Received:** Your referral has been received

**OPD Arranged:** Yes

**Other Comments:**

**OPD Details:**

**OPD Clinic:**

**Appointment Date:** 20/07/2017 11:00

**Reminder Comment:** Please ensure the patient brings their medication details, along with relevant x-rays, scans and radiology reports, with them to their appointment.

**Suggested Action for GP:**

Buttons: Mark as Read, View, Create Note, Close



## Option 2 – View response in the Unread Messages module

The Unread Messages module will allow you to view and read response messages for all patients in one convenient location.

### Step #1

Click 'Tasks' and then 'Unread Messages' in the bar at the top of the screen.



### Step #2

Click a response from the list on the left-hand side to view it. If you wish, you can mark it as *read* by clicking the 'Mark as Read' button in the bottom left corner. Once marked as read it will be removed from this list but will always be viewable in the patient's chart as per Option 1 further above.

