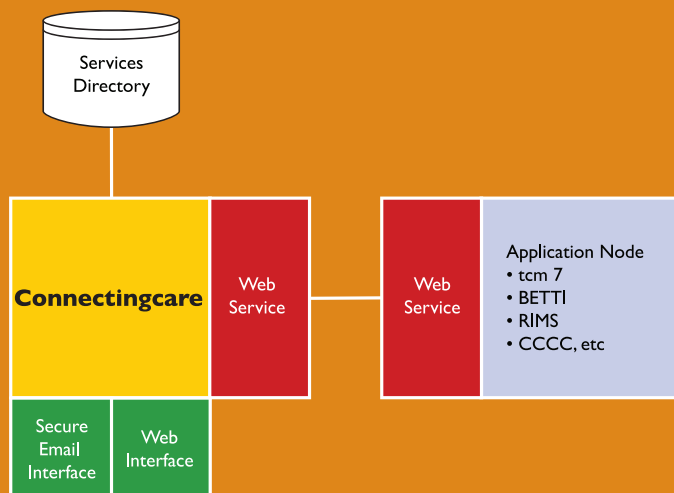




connectingcare

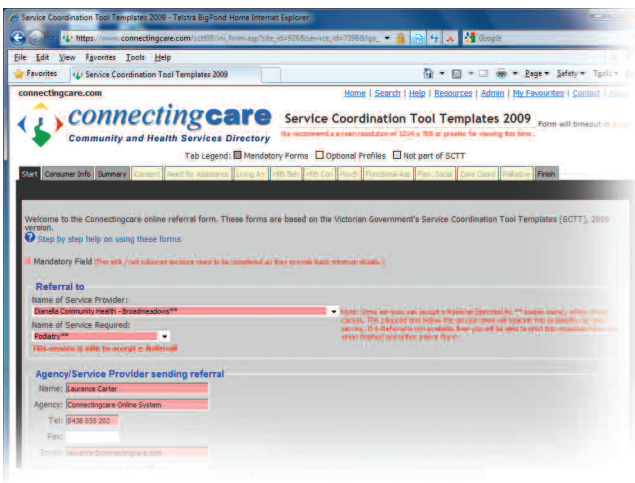
**A comprehensive
web-based directory
providing secure
messaging and e-referral.**



An online software solution meeting the service coordination needs of health and community service workers, intake staff, managers and other health professionals.



- Search the online services directory to locate your local health or community service
- Securely send and receive standard Service Coordination Tool Template (SCTT) referrals
- Follow a familiar workflow process for your staff
- Easy to use
- Cost effective, no additional software required
- Anyone can securely send e-referrals and receive a secure e-acknowledgement
- More than 8000 users sending 3000 e-referrals each month



Primary Care Partnerships

For more than ten years, Connectingcare has been used across Victoria by Primary Care Partnerships to enable member agencies to securely and easily send referrals and other secure messages.

Connectingcare (www.connectingcare.com) consists of a comprehensive directory of health and community services integrated with a secure messaging and referral system based on standardised referral templates such as SCTT 2009 (Service Coordination Tool Template). SCTT 2009 supports the collection and recording of initial contact, initial needs identification, referral and coordinated care planning information in a standardised way.

Staff sending e-referrals can complete the standard referral template within the Connectingcare website or attach their own completed referral form saved from their organisation's own client management system.

The Connectingcare web service interface also enables end user applications to send and receive secure, formatted messages using Connectingcare as the electronic gateway. This enables applications to communicate with each other using agreed formatted message types.

Users with applications that do not support the web service can create their referrals by logging onto Connectingcare to send referrals as secure email attachments. This enables smaller agencies to participate in secure service co-ordination.

Secure messaging occurs either using PKI secured email or Connectingcare's web services application which enables the sending and receiving of secure messages.

Organisations using DCA's tcm 7 (The Care Manager) as their client management system can receive electronic referrals from Connectingcare with data streamed directly

into the tcm 7 application. Other supported applications include RIMS (Referral Information Management System) and BETTI (Bidirectional E-referral Transfer Technology Interface).

A new desktop intake application, Connectingcare Community Client (CCCC) has been developed which supports electronic fax and secure intake without the need for PKI.

Services Directory

More than 23,000 Victorian services are listed at Connectingcare's online service directory. The service directory is based on the Human Services Directory (HSD) data model. Over 2500 of these service providers are capable of accepting electronic referrals and messages from Connectingcare.

- Search by Local Government area, DHS region or Primary Care Partnership
- Browse by service type, keyword and provider
- Online information about eligibility criteria, fees, access and full contact details.

Ease of use

While formal training is available, Connectingcare's online documentation is usually sufficient for most new users.

Secure communications

The majority of e-referrals and messages are sent using industry standard PKI encryption directly to the secure email intake point of the receiving agency. Connectingcare does not store any patient or client identifying information in its own system.

Intake staff electronically acknowledge the e-referrals/secure messages back through Connectingcare. The service is integrated with a number of key patient and client management systems making it easy for staff to send and receive documents electronically.



Connectingcare

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Database Consultants Australia (DCA) is an innovative database, data management and software development company that specialises in providing business critical systems for a range of health and community services

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