

## Peninsula Health eReferral FAQ assistance guide - effective January 2023

What can I do if my referral will not send? Here are some handy hints to assist you if you are having eReferral sending difficulties

1. **Has the Peninsula Health contact card been altered in the address book?**  
For sending to work, the contact cannot be adjusted. For BP, it should read *Peninsula Health Outpatients (ReferralNet)*, and the user ID should be *ph.outpatient* For MD, it should be *Peninsula Health Outpatients*, and the email address should be [DG-All-REFNET-Notifications@phcn.vic.gov.au](mailto:DG-All-REFNET-Notifications@phcn.vic.gov.au)  
*Please also remember the same contact is to be used for both the OPD and Antenatal templates*
2. **I am not receiving the automatic replies from Peninsula Health.**  
If you are not receiving any replies at all, please contact ReferralNet support at <https://globalhealth.zendesk.com/hc/en-gb/requests/new> and raise a ticket
3. **Outpatients have rejected my referral.**  
Please speak directly with Outpatients on 03 9784 2600
4. **The template is not performing.**  
Please contact ReferralNet support at <https://globalhealth.zendesk.com/hc/en-gb/requests/new> and raise a ticket
5. **The Head of Unit is wrong, or no longer exists on my template.**  
Please alert your Practice manager to update this
6. **I am having both receiving and sending issues.**  
Please contact ReferralNet support at <https://globalhealth.zendesk.com/hc/en-gb/requests/new> and raise a ticket
7. **We have upgraded our computers or have had new ones installed and need ReferralNet configured.**  
Please contact ReferralNet support at <https://globalhealth.zendesk.com/hc/en-gb/requests/new> and raise a ticket
8. **The template has been deleted or removed.**  
Please contact ReferralNet support at <https://globalhealth.zendesk.com/hc/en-gb/requests/new> and raise a ticket
9. **I would like to organise refresher training on how to send an eReferral.**  
Please contact ReferralNet support at <https://globalhealth.zendesk.com/hc/en-gb/requests/new> and raise a ticket. Please note, face to face training can no longer be offered



**10. We are about to update or migrate our server, will this affect ReferralNet?**

The best way to ensure there are no interruptions to ReferralNet during or after server work is to please have your IT contact Global Health (numbers below) prior to this work being undertaken. They can then ensure any necessary work from their end is carried out before your server is updated

**Handy links**

ReferralNet (Global Health) phone support Monday to Friday | 0830 - 1700 | **+61 3 9675 0600**

New tickets - <https://globalhealth.zendesk.com/hc/en-gb/requests/new>

Peninsula Health Outpatients Department Monday to Friday | 0830 - 1700 | **+61 3 9784 2600**

Peninsula Health GP Liaison office - [General Practice Liaison Unit - Peninsula Health](#)

