

# Electronic Request Management System (ERMS)

## WHAT IS IT?

ERMS provides easy to use, secure electronic referral forms for most services listed on Community HealthPathways.

## WHAT DOES IT DO?

You can launch ERMS from an icon in your PMS. The forms will automatically include information 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 (electronically) or community (by computer-generated fax).

## HOW IS IT RELEVANT TO CLINICIANS AND/OR PRACTICE NURSES?

ERMS is fast and easy to use. It includes a directory of forms and providers which is centrally maintained so you don't have to. Each form includes a link to the relevant

information on Community HealthPathways. Referrals are tracked electronically to minimise the risk of getting lost.

## HOW DO I ACCESS? PHONE, EMAIL, OTHER RELEVANT INFORMATION AND LINK TO MORE INFORMATION

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

(03) 353 9990 or email [techsupport@pegasus.org.nz](mailto:techsupport@pegasus.org.nz)

Search 'ERMS' on Community HealthPathways to find news and help, including short how to videos and a one-page quick start sheet.

Short videos:

[www.healthpathways.org.nz/index.htm?60536.htm](http://www.healthpathways.org.nz/index.htm?60536.htm)

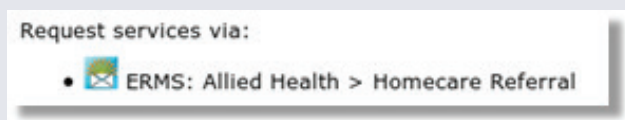
Printable quick start sheet:

[www.healthpathways.org.nz/index.htm?61642.htm](http://www.healthpathways.org.nz/index.htm?61642.htm)

## 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:

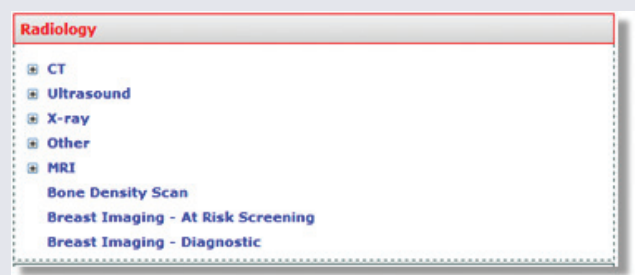


### 2. Keep it short

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

notes in full. 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.

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[www.healthpathways.org.nz](http://www.healthpathways.org.nz) search : Request/Referrals/ERMS

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## 4. Select ACC funder

Select ACC funder for all accident related referrals, even if you are referring to a public hospital department.

## 5. Add a provider

<b>Request</b>		
Region	Canterbury	Refer by DHB of patient residence
Funder		Offer all options
Service Provider		Add a provider?
Attn To:		
Requested Action		
Requested Priority		
Reason for Referral		

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. Park your referral and you will hear from us shortly.

## 6. Send supporting documents

Image files (e.g. a scanned document) can now be attached from your desktop directly to a referral. Search 'ERMS image attachment' on Community HealthPathways for help. Alternatively click on the *History* section of the ERMS menu and send with a matching fax cover sheet.

<b>Patient Referrals</b>	
By Date	
Audiology : Audiology Referral	Delivered
15/04/2012	

## 7. Print a referral

<b>History (4)</b>	
By Date	
03-Dec-2013 Gastroscopy	Pending
18-Nov-2013 Audiology Referral	Delivered

To print a referral, click on the *History* section at the top of the ERMS menu, click on the name of the referral (not the fax icon) and you should see the referral on screen. Press the print icon just above the referral.

## 8. Save a copy

BUNNY, Bugs Born 30-Apr-1938 (75y) Gender Male NHI ABC1235  
Home Update Outbox

If you can't find a copy of a referral in your PMS you can save a copy back by clicking on the name of the referral in the *History* section of the menu and then clicking *Update Outbox*. You can also view previous referrals here within ERMS rather than via the Out Box.

## 9. Check delivery status

By Date	
General Medicine : General Medicine	
General Surgery : General Surgery	
14/02/2012	Delivered
13/02/2012	Referral delivered electronically 14/02/2012 04:35 to: Provider: CHCH Hosp General Surgery dept Phone: 03 1234567 Fax: 03 3640352
Radiology : X-Ray Chest (PA and Lateral)	

Check delivery status by hovering over the referral in the *History* section of the menu. You can see the delivery method (fax or electronic) and time sent. It is still 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. Keep your *parked referrals* to a minimum to ensure you don't forget about an important one.

## Find out more

Search 'ERMS' on Community HealthPathways for more information including help videos and a printable quick reference.

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[www.healthpathways.org.nz](http://www.healthpathways.org.nz) | Search Request/Referrals/ERMS

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