

Management of referrals for Mental Health Sites

[Training videos - Accepting referrals as an MMHC](#)

Receive a referral via email

MMHCs/sites will receive referrals either via email or through a warm transfer via a phone call. If a referral is received via email, please follow the steps outlined below.

- Email referrals generated from a PHN intake to Medicare Mental Health Hub will appear with the header 'Mental Health referral from [PHN Intake name]'
- To access a referral, click on the URL in the email

Accept a referral

To accept a referral a button appears on the top right-hand side of the referral page.



Accept a referral

If the 'Referral accepted' button is clicked it sets the report status to 'Accepted'. This means that the hub is the owner of the referral.

Un-accept a referral

To reverse the acceptance of a referral, please contact your Medicare Mental Health intake team.

Download a referral

MMHCs/sites can save the information in the referral for upload/entry into their Client Information Management System (CIMS) by clicking on the print button at the top right of the form and selecting 'Save as PDF', then importing to their own clinical database.

Process for transfer to another PHN or Hub in another PHN catchment


- Seek and document consumer consent in the webform consent section
- Clearly outline the steps taken, and steps yet to be completed in the webform 'Follow up notes' section
- Advise the consumer of the next steps
- Email IAR webform referral link to new PHN intake
- Seek webform admin support to alter the 'Current referral owner' field to the desired Intake point
- Seek written confirmation of the referral by the destination intake point on receipt

Process for transferring consumers to a Hubs in a different PHN catchment.

Where a consumer has already been engaged with services in a particular Hub, and wishes to transfer to another hub, please follow the below:

- Seek and document consumer consent for the webform to be transferred to another catchment.
- Ensure there is capacity for the consumer to be seen at the desired hub, and the consumer is eligible for service at the preferred hub.
- Either attach the consumer progress notes to the webform as a PDF, or arrange to send them securely via another means.
- The Hub staff can request webform admin support from their relevant PHN intake team to alter the 'Current referral owner' field to the desired PHN catchment.
- PHN intake team to alert the new PHN intake team of the transfer, and of the preferred location the consumer wishes to be seen at.
- Hub staff to contact the new hub and verbally handover the consumers information.
- Hub staff to save the written notes into their own CIMS
- Engage the consumer in care.
- A hand over appointment/ phone call may also be beneficial to support ongoing consumer engagement, particularly if the consumer has been well engaged with their initial treatment

team.

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