

Medicare

What to do when you receive a Medicare (EPC) Referral through the Fax Machine

1. Fax back our generic signed agreement using the Mobile Fax Function on our HP App as follows:
 - a. Open the HP Smart app (normal log in details), and then click 'Mobile Fax'
 - b. In the 'To' section, add a recipient fax number and name, or click the Contacts icon to select a previously saved contact
 - c. In the 'From' section, our details should show up if not type in
 - d. Attach the saved generic signed agreement document
 - e. Click Send Fax

Alternatively, you can use the generic signed agreement document that is in the filing cabinet and fax as normal.

2. Call patient to make an appointment.

Call as soon as you can after you receive paperwork as it will be fresh in their minds. Even in times when we are extremely busy and have a waiting list, you STILL CALL and book them into a quieter, future week, most Medicare patients won't mind waiting.

3. What to do if you can't get through to the patient

- a. Leave a Voicemail
 - b. Send an SMS through Halaxy using the template 'Medicare Referral Received'
 - c. Add the patients name and number to the 'medicares-to-call' channel in Slack.
 - d. Put paperwork into the 'To Call Again' folder in 'Medicare Referrals Not Yet Booked in'
4. Scan in Paperwork and save in the folder 'Medicare Referrals Not Yet Booked in' in the relevant folder 'contacted' or 'to call again'.
 5. When/If patient books in, move the Referral paperwork into the 'Patient Files' folder
 6. Type the details into the Funding section of the patients file as normal and upload the Referral. (See 'How to Input a Medicare Referral' if unsure on this)