

List of service providers commonly referred to similar clients

Once a referral is completed, a feature is available that will display a list of service providers in the **Referral Outcome** section. The aim of the list is to support decision making when referring. While in most cases, the intake clinician will know the best service provider to refer to, in some cases it may help to view a curated list. For example, it might help them identify providers by region, or new staff might be reminded about the most suitable provider.

The list that shows is based on the current client's context. In other words, it only lists service providers that other clients in a matching situation were referred to. The specific parameters it checks are:

- Age group
- LGA
- IAR-DST level

If the function is activated, and if there are service providers referred to clients matching the above parameters, then the system will display a **Commonly referred providers** box. Within this box, a user can click a button to show the providers. If they want to refer to one of these providers, they can click the select button to automatically set that provider into the referral outcome field/s.

If you would like this function activated, email pmhcis.support@nwmphn.org.au and request that common providers be shown.

 October 29, 2025 14:15:00