

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Additional Estimates 2016 - 2017, 1 March 2017

Ref No: SQ17-000173

OUTCOME: 6 - Ageing and Aged Care

Topic: My Aged Care

Type of Question: Written Question on Notice

Senator: Siewert, Rachel

Question:

What follow up communication is provided to health professionals who make a referral to My Aged Care via the online webform?

Answer:

In late June 2016, the Department of Health introduced an enhanced web form for health professionals, including hospitals, to refer non-urgent patients to My Aged Care for assessment.

After the referring health professional submits the web form, they are directed to a page confirming that My Aged Care has received the referral and displaying a unique confirmation number. If the health professional has provided their email address, an email is sent to them confirming their referral request.

The health professional can use their unique confirmation number to follow-up on the referral (if necessary) by calling the My Aged Care contact centre.