

MyWai - Create a Referral from MyWai.health.nz



Create a Referral

Referrals can be created from 3 different sources:

- 1. Self-Referral from a Person via a link on the MyWai website
- Service Provider Referral from a Service Provider (eg Police, GP, etc) via a link on the MyWai website (MyWai.health.nz)
- 3. **Manual Referral** from inside the MyWai application for Care Providers with a login: **Home** > **Referral** > **Add Manual Referral**

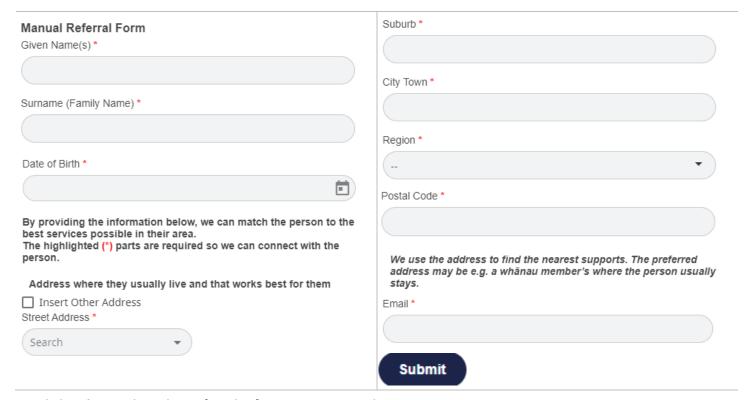
I would like to talk to someone about the Te Ara Oranga service for myself

I am a service provider referring a person to Te Ara Oranga

+ Add Manual Referral

Mandatory fields *

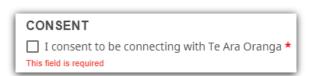
- Please complete ALL mandatory (*) fields and other details, especially history, to support the referral
- All three types of referrals have these mandatory fields in common:



Click Submit when the Referral information is complete

Other mandatory fields – there are some differences between the 3 types of Referral

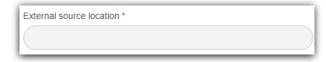
Self-Referral – consent

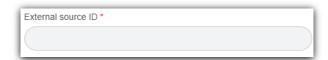


Service Provider Referral – verbal consent

CONSENT
I have received verbal consent from the person to be referred to
Te Ara Oranga *
This field is required

Manual Referral – external source location and source ID (Referral ID from external system)





What information is important to include in the referral?

History: please include details here to give some background information – this is crucial to effective triaging

What happens next?

- The person will be contacted using the details provided by the referrer (usually within 3 business days)
- Options will be discussed with the person and assistance given to connect them to the best programme for them, which may include supports outside of Te Ara Oranga

Mandatory Email Address

Currently an email address is mandatory for all referrals (this may change)

- If a referee does not have an email address, another email address can be added (eg a Service Provider's email), as long as email is NOT selected as the preferred contact method
- A form of contact is required for triage communication this can be email OR phone
- If the referee has no email OR prefers to be contacted by phone, a phone number should be added and indicated as the preferred contact method
- A Person with NO email address will be provided with print outs of their information as usual
- Use or not of the MyWai application has NO impact on services being provided



There will be an alternative method of self-referral for those with no email address

MyWai Accounts

- An email address is mandatory for every MyWai account the email must be unique to that MyWai account and must be verified as belonging to, and being controlled by, the email account holder
- Before the MyWai account activation, the email address should be checked and updated in the Referral detail if needed, to ensure it meets the criteria (belonging to and controlled by the person)
- A phone number is also required before the MyWai account can be activated