



Create a Referral

Referrals can be created from 3 different sources:

1. **Self-Referral** – from a Person via a link on the MyWai website
2. **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:

Manual Referral Form	
Given Name(s) *	Suburb *
<input type="text"/>	<input type="text"/>
Surname (Family Name) *	City Town *
<input type="text"/>	<input type="text"/>
Date of Birth *	Region *
<input type="text"/>	<input type="text"/>
By providing the information below, we can match the person to the best services possible in their area. The highlighted (*) parts are required so we can connect with the person.	Postal Code *
Address where they usually live and that works best for them	<input type="text"/>
<input type="checkbox"/> Insert Other Address	<i>We use the address to find the nearest supports. The preferred address may be e.g. a whānau member's where the person usually stays.</i>
Street Address *	Email *
<input type="text"/>	<input type="text"/>
Search <input type="text"/>	<input type="text"/>
	<input type="submit" value="Submit"/>

- Click **Submit** when the Referral information is complete

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

Self-Referral – consent

CONSENT

I consent to be connecting with Te Ara Oranga *

This field is required

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)

External source location *

External source ID *

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