MasterCare

Secure Messaging Delivery (SMD)

A secure messaging system for sending and receiving health documents electronically.

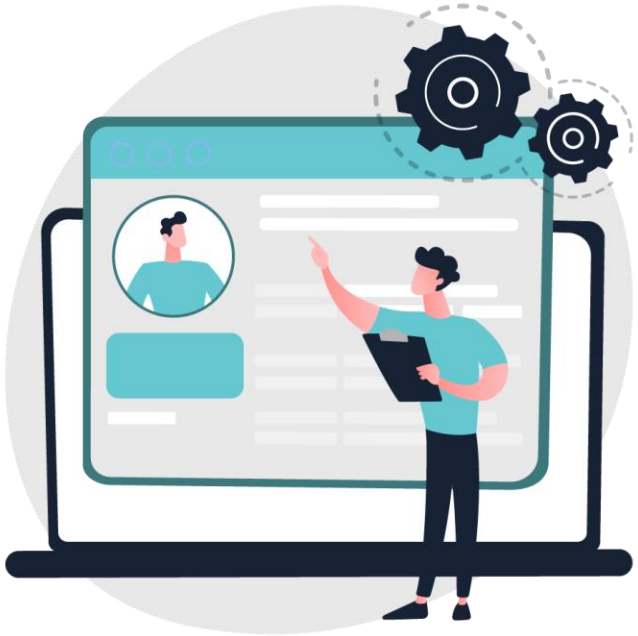
www.master-care.com.au

Remove paper, reduce risk, and grow your referral network

Enable automatic referral delivery to your clinical system with our secure messaging system (ReferralNet). Allowing you to digitise your referral management processes and grow your referral network.

Reduce overhead costs by removing paper from your practice

Remove the costs associated with manually purchasing, scanning, faxing and filing your paper documents. Helping you scale your business the affordable way.



Improve efficiency by automatically transforming paper into digital documents

Improve staff efficiency by automatically transforming your inbound paper referrals, faxes and clinical notes into electronic documents. Removing the risk of data loss and manual errors associated with paper management.

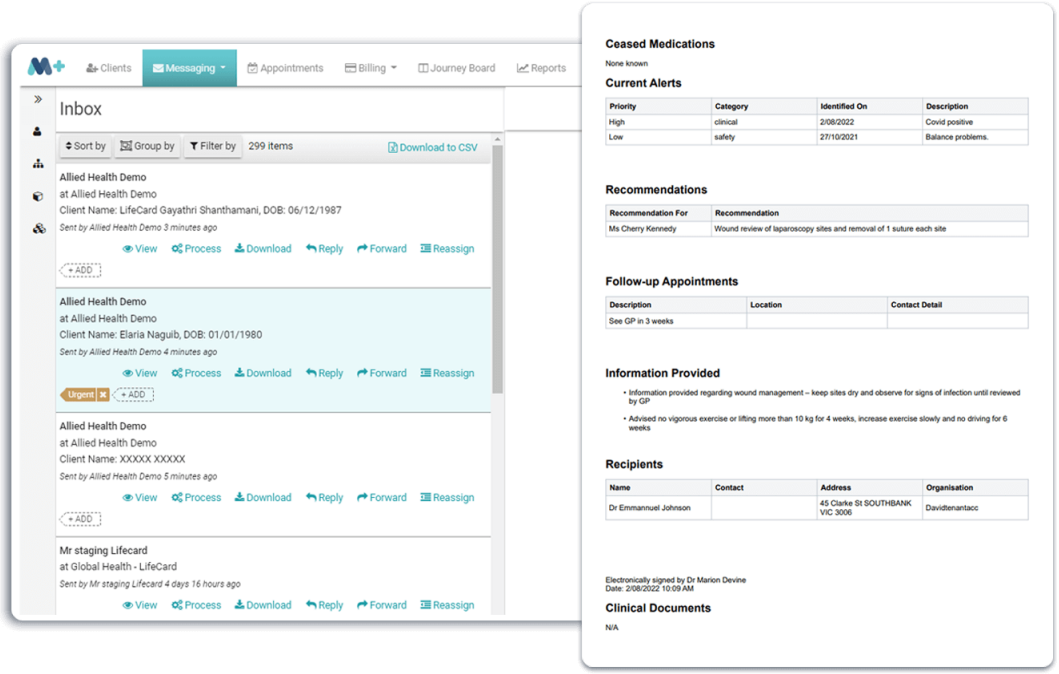
Stay safe with our secure messaging protocols

Enjoy a secure messaging service that meets all Australian CDA, HL7 v2 and FHIR standards. Ensuring your referral data remains encrypted and confidential at every stage of the referral journey.

Available features

Electronic referrals

Securely send and receive electronic referrals, clinical notes, letters and more with your network of care providers.



Electronic faxes

Transform your inbound paper faxes into electronic faxes and send them alongside your electronic referrals using our GoFax integration.

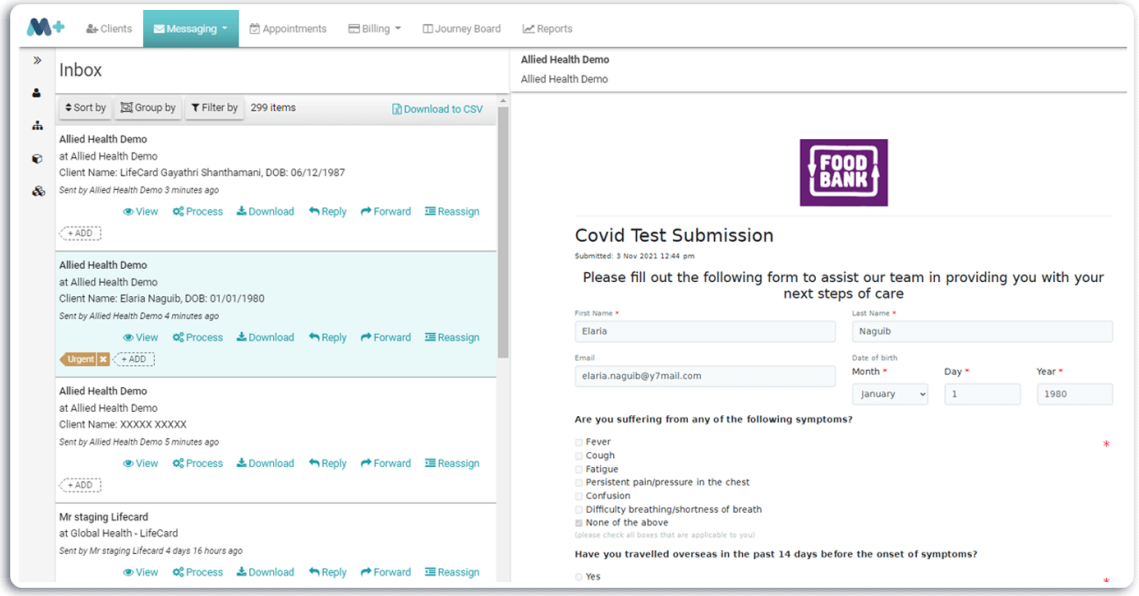
Available features

Online directory

Grow your referral network by leveraging the power of FHIR R4 to securely connect with Argus and other clinical system users.

Scalability

Our service is fully scalable to meet the demands of your organisation. Leveraging hosted endpoints to connect you with your growing network.



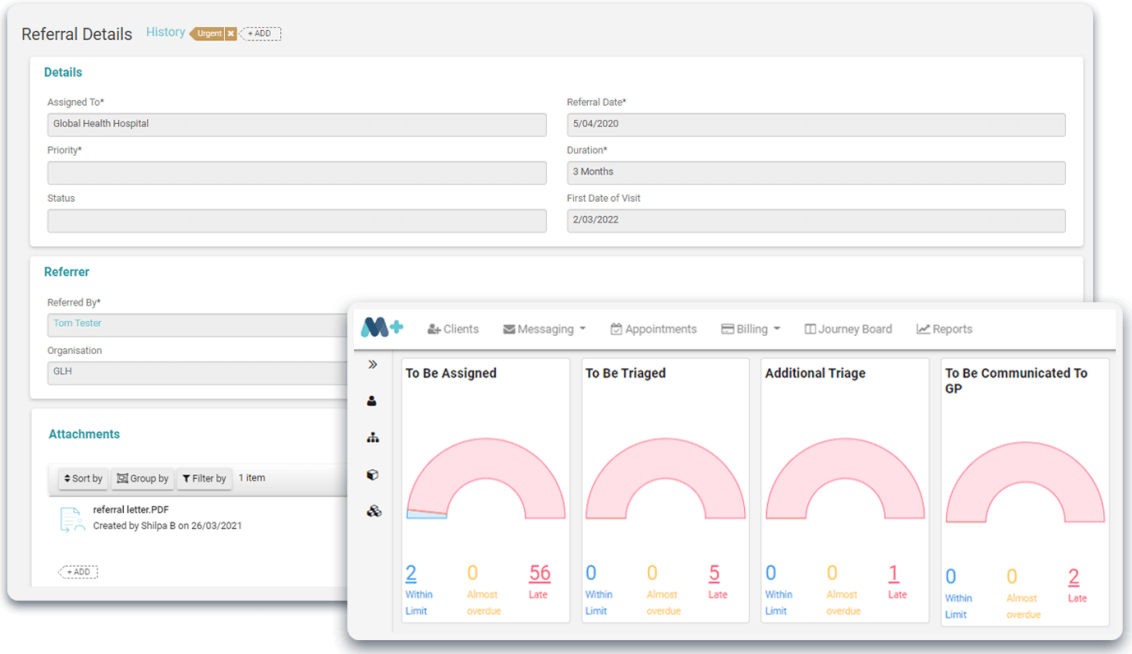
Available features

Low cost

Save on infrastructure and maintenance costs with hosted endpoints, operations assistance and patch management run by our team.

Secure and compliant

Stay safe with our secure messaging delivery service. One of few systems that meet Australian CDA, HL7 v2 and FHIR interoperability standards.



Our partners

ReferralNet works with a range of practice management and clinical systems.

- Medical Director
- ZedMed
- S4S (Audit4)
- HealthKit
- MasterCare
- OCCAM
- Cynetics
- Best Practice
- Communicare
- Profile
- PrimaryClinic
- Kestral PLS
- GE Viewpoint
- Voyager RIS
- Genie
- MMeX
- Front Desk
- COMRAD
- Cerner
- Fuji RIS
- MedTech
- Incisive SPM
- PPMP
- Karisma
- AUSLAB
- + More!

Additional systems can still send and receive eReferrals through the ReferralNet Hub.

Our organisation

Tailored solutions for Australian hospitals, community and mental health providers.

MasterCare is part of the Global Health family. As an ASX listed company (GLH), we are proudly Australian owned and operated, and have a market-leading understanding of the healthcare landscape. We were founded in 1995 with the vision to connect clinicians and their patients. Today, 1000+ health organisations across Australia use our solutions.

Why MasterCare?

1. We are Australian owned and operated with deep domain knowledge, cost effective solutions and an understanding of our complex healthcare system.
2. We deliver high quality, innovative solutions in collaboration with our customers. Adapting our products to meet their complex reporting and operational requirements.
3. We are a trusted provider of Australian health technology. Allowing our clients to scale their services over the long term without needing to change providers.

Our experience

Over 1,000 Australian health organisations use our solutions every year.

Our capability

Mental health

20 years experience

Working with State Mental Health Service across Acute, Residential and Community Settings.

- Support Data Collection and Reporting of the NOCC protocol
- Reminders for NOCC Outcome Measure Collection
- Built-in Victorian Screening Register
- CMI integration
- Modules for Legal Status, Seclusion, Restraint and Forcible Medications
- In-built MH assessments

Community health

15 years experience

Working with Community Health services across a range of disciplines and a deep understanding of all major State and Federal programs.

- Support data collection and reporting for VINAH (13 programs), CHSP, HACC, CH and FMHiCH
- Integrated planning, budgeting and billing for episodes of care
- Complete Referral, triage and waitlist management
- Dedicated app for Mobile nursing services
- Multi-disciplinary team-based care model

Alcohol and other drug

10 years experience

Working with Drug and Alcohol services across Acute, Residential and Community Settings.

- Support Data Collection and Reporting AOD NMDS, VADC, WA AOD MDS, ACT AOD MDS
- In-built Drug and Alcohol use assessments
- Configurable drug and alcohol outcomes measures (AUDIT, DUDIT etc)
- Support for State authority prescribing numbers

For more information:

Visit: www.master-care.com.au