



Central Referral Service & WACHS Great Southern

Information for General Practitioners

GO LIVE: Monday 22nd September 2025

Public outpatient specialist medical services delivered by WACHS Great Southern are coming into scope for the Central Referral Service (CRS)

What is changing?

From 22 September 2025, CRS will be the single intake point for referrals from GPs, Nurse Practitioners and private specialists to **in-scope** public outpatient specialist medical services provided by WACHS Great Southern (see list overleaf).

CRS will:

- ✓ Check mandatory referral information is included
- ✓ Allocate referrals to the most appropriate regional or metro hospital site based on what WACHS Great Southern can and can't provide (*supporting care closer to home, where available*)
- ✓ Notify referrers when their referral has been allocated to a hospital specialty by CRS
- ✓ Notify referrers and patients when their referral has been accepted by a hospital site

What do GPs need to do at 'Go-Live'?

1. Send referrals for in-scope public outpatient specialist medical services to CRS, via:

- Healthlink Secure Messaging: **crefserv** (*preferred*)

Alternate referral pathways include:

Fax: 1300 365 056

Post: GPO Box 2566, St Georges Terrace, Perth WA 6831

Visit <https://www.health.wa.gov.au/CRS> for further information on:

- how to refer a patient
- how to download and integrate referral forms into GP practice software

2. Support high quality referrals by including all required demographic and clinical information

- [Minimum Referral Information](#) (*for all referrals*)
- Referral Access Criteria (<https://www.health.wa.gov.au/RAC>) (*for applicable specialties only*)



- In-scope referrals sent by GPs directly to WACHS GS sites will be returned to the referrer.
- CRS does not triage referrals or book appointments: these functions will continue to be completed by WACHS Great Southern sites.

Get in touch – we are here to support you

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Central Referral Service and WACHS Great Southern: In and out of scope referrals



IN SCOPE

Referrals already sent via CRS
 (for access to Metro public services):

- Bariatric Surgery
- Cardiology
- Dermatology
- Endocrinology
- ENT (Adults)
- Genetics
- Immunology
- Hepatobiliary
- Neurosurgery
- Ophthalmology
- Pain Medicine
- Plastic Surgery
- Rehabilitation Medicine
- Respiratory Medicine
- Rheumatology
- Urology
- Vascular Surgery

Continue to send these referrals via CRS



NEW

IN SCOPE

At GO-LIVE, referrals must be sent to CRS
 (for access to Great Southern public
 services below):

- ✓ ENT (*Paediatrics only*) *
- ✓ Gastroenterology
- ✓ General Medicine
- ✓ General Surgery
 Inc. Direct Access Endoscopy *
- ✓ Gerontology
- ✓ Gynaecology
- ✓ Haematology
- ✓ Medical Oncology
- ✓ Neurology *
- ✓ Orthopaedics
- ✓ Paediatrics (Medical and Developmental)
- ✓ Renal Medicine

** Specialty with mandatory RAC in place - see
<https://www.health.wa.gov.au/RAC>*



OUT OF SCOPE

Referrals to the following WACHS GS
 public outpatient services must not be
 sent to CRS:

- ✗ Immediate referrals (to be seen ≤7 days)
- ✗ Allied Health services
- ✗ Mental Health services
- ✗ Non-doctor led services e.g.:
 - Outpatient nursing services
 - Seniors Health & Community Rehab
 - Palliative Care
- ✗ Obstetrics and Antenatal services
- ✗ Radiation oncology

Continue existing site referral process.