



Central Referral Service & WACHS Midwest

Information for General Practitioners

GO LIVE: Monday 16th February 2026

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

What is changing?

From 16 February 2026, 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 Midwest (see list overleaf).

CRS will:

- ✓ Check required referral information is included
- ✓ Allocate referrals to the most appropriate regional or metro hospital site based on what WACHS Midwest 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

CRS do not:

- ✓ Triage referrals or book appointments - this is still managed by local WACHS hospital sites
- ✓ Process or pass private referrals - continue to send these referrals directly to provider

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:

- See minimum referral information requirements at www.health.wa.gov.au/CRS
- See Referral Access Criteria (<https://www.health.wa.gov.au/RAC>) (for some specialties only)



PLEASE NOTE:

In-scope referrals sent by GPs directly to WACHS Midwest sites will be returned to the referrer.

Get in touch - we are here to support you

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Central Referral Service and WACHS Midwest: In and out of scope referrals



IN SCOPE

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

- Bariatric Surgery
- Cardiology
- Direct Access Endoscopy *
- Endocrinology
- ENT *
- Gastroenterology
- Genetics
- General Medicine
- General Surgery
- Gerontology
- Hepatobiliary
- Immunology
- Neurology *
- Neurosurgery
- Orthopaedics
- Pain Medicine
- Plastic Surgery
- Rehabilitation Medicine
- Respiratory Medicine
- Vascular Surgery

Continue to send these referrals via CRS



IN SCOPE

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

- ✓ Dermatology (C,E)
- ✓ Gynaecology (G,C,E)
- ✓ Haematology (G,C,E)
- ✓ Medical Oncology (G,C,E)
- ✓ Ophthalmology * (C)
- ✓ Paediatrics (Med. and Dev.) (G,C,E)
- ✓ Renal Medicine (G,C)
- ✓ Rheumatology * (G)
- ✓ Urology * (C)

G: Geraldton
C: Carnarvon
E: Exmouth

* Specialty with mandatory statewide Referral Access Criteria (RAC) in place - see <https://www.health.wa.gov.au/RAC>



OUT OF SCOPE

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

- ✗ Immediate referrals (to be seen ≤7 days)
 - including fracture clinic
- ✗ Allied Health services
- ✗ Child Development Services
- ✗ Mental Health services
- ✗ Non-doctor led services e.g.:
 - Outpatient nursing services
 - Continence and Stoma
 - Palliative Care
- ✗ Obstetrics and Antenatal services
- ✗ Geriatric Medicine
- ✗ Private services

Continue existing site referral process

Please note private access may also be available in region for some medical specialties.

CRS does not process or pass referrals to private providers. Continue existing direct referral pathways for private access.

