

# Referring Private Patients Online

The Ramsay Health Care online Patient Referral system has been designed to allow you to refer private patients easily, quickly and securely to your Ramsay hospital of choice.

As well as being quick and easy to complete, using the online system will also help reduce your postage costs and speed up the referral process - all in a secure, online environment.

To make a referral, simply visit [www.ramsayhealth.co.uk/patientreferral](http://www.ramsayhealth.co.uk/patientreferral) and complete the short form.



## MAKING AN ONLINE REFERRAL

1



In your browser go to [www.ramsayhealth.co.uk/patientreferral](http://www.ramsayhealth.co.uk/patientreferral). Login with Username: **Ramsayonline** and Password: **Ramsaygp**

2



Select the Ramsay hospital that you wish to send the referral to from the drop-down list

3



Attach a copy of the referral letter by clicking on 'Select' and adding the file or copy and paste it directly into the form

4



Complete the remainder of the form noting the mandatory fields marked with an asterisk

5



Once you have completed the form, press the 'Submit' button to send the referral directly to the Ramsay hospital

6



You see an immediate confirmation that the referral has been received (also sent by email) and the hospital processes the referral

For any further information, please contact your dedicated GP Liaison Officer:

Name .....

Number .....

Email .....



## Site security

All information is encrypted between your computer and the Ramsay web server ensuring that communications are secure. We also conduct regular penetration tests to ensure that the server is tested for its security.

### How do we encrypt?

We use SSL protocol to secure the communication. To enable SSL we have installed an SSL Certificate (provided by GoDaddy® with Extended Validation (EV)) which confirms the highest level of authentication available among SSL certificates.

### Level of encryption

Whilst the data is in transit we use SHA-2 and 2048-bit encryption. Encryption makes it very difficult for unauthorised people to view information travelling between computers and prevents phishing, the criminally fraudulent process of attempting to acquire sensitive information by masquerading as a trustworthy entity in an electronic communication.

### Information received by Ramsay

Submitted referral information is always transferred internally from our web servers to our Appointments Team and never leaves the Ramsay internal network. Any emails with patient identifiable data will not be forwarded on to external parties.

In accordance with the Data Protection Act 1998, no patient information is stored on the website servers and is delivered directly to the Appointment Team at the hospital. The information is used solely for creating the appointment and

will temporarily be filed under password protected folders on our network for a short period of time to complete the referral.

### How do we compare to similar private patient referral forms?

Unlike some other patient referral forms currently available, we do not hold any details on our web servers for staff to login and retrieve patient information for the referral. We always use SSL secured servers or other encryption technology if we have to capture information electronically from external parties. Ramsay also uses a valid SSL certificate compared to some other private patient referral forms which are only partially encrypted. Information sent over the Internet without encryption can be seen by other people whilst in transit.

Ramsay Health Care UK is also certified to ISO 27001 standard and audited by BSi regularly.

### Cross browser compatibility

The SSL Certificate is supported for more than 99% of browsers and most mobile device browsers.

### Fax Communications

Information sent via normal fax is not secured as it is not encrypted and it is exploitable and it may be necessary to make sure that the recipient has received the information. There is also the possibility of entering an incorrect fax number which could lead to a breach of confidentiality.

[www.ramsayhealth.co.uk/patientreferral](http://www.ramsayhealth.co.uk/patientreferral)

