

Clinical and Referral Guidance Hub

Frequently Asked Questions (FAQ)

What is the Clinical and Referral Guidance Hub?

The Clinical and Referral Guidance Hub (the Hub) is a SEMPLHN developed platform designed to provide centralised access to clinical guidance and local referral information for health professionals working across south east Melbourne.

The Hub is designed to help reduce the time spent searching across multiple systems by bringing together trusted resources in one place.

What does the Hub include?

The Hub includes:

- Free clinical guidance via Therapeutic Guidelines (for eligible primary care professionals)
- Local referral information from public health networks, including Bayside Health and Monash Health
- Links to trusted resources such as Healthdirect and Statewide Referral Criteria

The platform will continue to evolve as feedback is received from users.

Why was the Hub developed?

SEMPHN developed the Hub to support primary care professionals by making it easier to access reliable, up-to-date clinical and referral information.

The Hub aims to improve access to information commonly used in day-to-day practice and reduce the need to navigate multiple websites and systems.

Has the Hub been tested with clinicians?

Yes.

The Hub underwent multiple stages of testing with local clinicians, including general practitioners, nurse practitioners and GP registrars from across south east Melbourne.

Feedback gathered during these testing phases helped inform improvements to the platform's usability and functionality.

Who can access the Hub?

Clinical guidance (Therapeutic Guidelines)

Access to Therapeutic Guidelines is available to:

- General Practitioners (GPs)
- Nurse Practitioners working in general practice
- GP Registrars

Primary care professionals must be working within south east Melbourne. Eligible clinicians will receive a confirmation email within two business days before access to the Therapeutic Guidelines is provided. **You must verify your email during the registration process to be granted access to Therapeutic Guidelines.**

Referral information

Access to referral information is available to all health professionals working across south east Melbourne.

How do I register?

To access the Hub, health professionals are required to register their details, including:

- Name
- Email address
- Workplace details
- Professional role
- AHPRA registration number (for access to Therapeutic Guidelines)

Why do I need to provide my AHPRA number?

AHPRA registration numbers are used to confirm eligibility for access to Therapeutic Guidelines and ensure access is provided to eligible prescribing clinicians working within the region.

Is there a cost to access the Hub?

No.

Access to the Hub is free for eligible health professionals working across south east Melbourne.

How do I provide feedback?

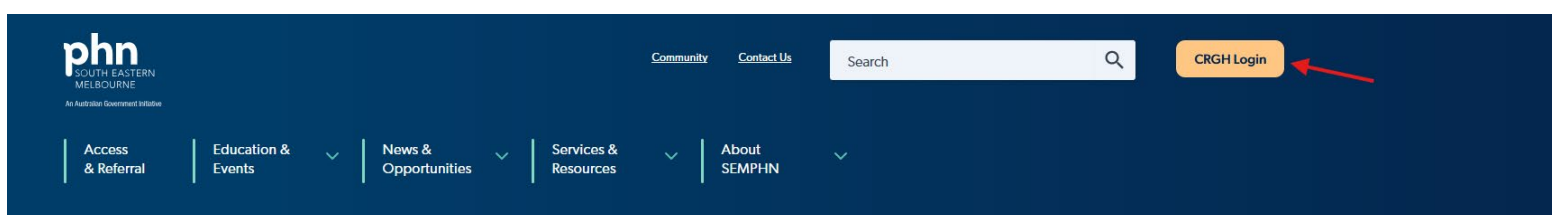
SEMPHN is actively encouraging feedback to help improve the platform over time.

Feedback and questions can be sent to: support-crgp@semphn.org.au

Where can I access the Hub?

The Hub can be accessed via the SEMPHN website:

- Find the '**Clinical and Referral Guidance Hub**' page listed under Services and Resources. This page provides you with further information about the page, including how to register and log in.
- Use the yellow '**CRGH Login**' button located in the top right-hand corner of the SEMPHN website.



Can I register using a shared or generic email address?

No. You must register for the Clinical and Referral Guidance Hub using an individual email address that only you can access.

Shared or generic email addresses that can be accessed by multiple people, such as **reception@practice.com.au**, cannot be used to register.

Why is the login URL not working on my network?

If you are unable to access the Hub login page, this may be related to your organisation's internal network or VPN settings. Please contact your IT provider and ask them to check whether auth.hub.semphn.org.au is accessible on your network and that internal DNS is pointing to the correct IP address. Once confirmed, the login page should load as expected.

Why does the login button reappear after I press the browser back button?

If you press the browser back button after logging in, you may notice the CRGH Login button reappears on the page. This is a known browser navigation behaviour. To resolve this, simply return directly to the Hub page using the following link:

<https://www.semphn.org.au/clinical-and-referral-guidance-hub>

I haven't received my confirmation email. What should I do?

Confirmation emails are sent from: **SEMPHN Clinical and Referral Guidance Hub** (no-reply@auth0user.net).

If you haven't received your confirmation email:

- First, ensure you've already verified your email address during registration.
- Check your junk or spam folder, as the email may have been filtered.

If you continue to have issues, please email support-crgp@semphn.org.au for further support.

Does the Clinical and Referral Guidance Hub use multi-factor authentication (MFA)?

Yes. To help protect your account and personal information, the Clinical and Referral Guidance Hub uses multi-factor authentication (MFA) when you log in.

How do I verify my identity?

When you log in, you'll be asked to verify your identity by entering a **verification code** sent to your registered email address.

You'll only need to verify your identity once in a 24 hour period.

Why does the Hub use multi-factor authentication (MFA)?

Multi-factor authentication (MFA) adds an extra layer of security to help protect your account. By asking you to verify your identity with a verification code sent to your registered email address, it makes it much harder for someone else to access your account, even if they know your password.

I haven't received my verification code. What should I do?

Verification emails are sent from: **SEMPHN Clinical and Referral Guidance Hub** (no-reply@auth0user.net).

If you haven't received your verification code:

- First, ensure you've already verified your email address during registration.
- Confirm you're checking the same email address you use to log in to the Hub.
- Check your junk or spam folder, as the email may have been filtered.
- Allow a few minutes for the email to arrive before requesting another code.

If you request multiple verification codes, only the **most recently received code** will work.

If you're still experiencing issues, please contact our support team at support-crgp@semphn.org.au.

Will I need to enter a verification code every time I use the Hub?

No. You'll only be asked to verify your identity once in 24 hours.

Can I receive my verification code another way?

No. Verification codes are currently sent to your registered email address only.