



Mental Health Act Referral and Triage Process (the beginning of the process)

A. Submit a Mental Health Act Referral

Submit a Mental Health Act Referral, either from the **Person Dashboard** OR from the **Referral** worklist:

1. From **Person Dashboard**, click **+ Add referral**

OR From the **Referral** worklist, click **Create**

Referral & Triage

If you can't see the **+ Add Referral** button, you are NOT yet part of the Care Team

Create

2. Find the **Mental Health Act Referral** form, click **Save**, add details (incl. mandatory fields), click **Submit**

Please ALWAYS select **Whangārei** as location where service is delivered – it's easier to manage one list

See [Referrals, Triage and Care Team QRC](#)

B. Triage the Referral

3. Select **Priority** (use **Very Urgent**)

4. **Edit the Triage Form**, **carefully** selecting the appropriate MHA section for this person, because once completed, **this form cannot be modified**. **Submit** to change status to **Completed**.

If Sections **8a-11** have been completed outside the system and are on paper, select **Section 11** as the starting point and upload scanned 8a-11 into the Section 11 form.

If someone started on **8a** but the process was stopped before reaching Section 11, select **Section 8a** to start, so the process is documented fully within MyWai.

5. **Accept** the referral, and **Add a Collaborative Care Team** selecting these options:

- **Add service to pre-existing Collaborative Care Team**
- **Mental Health & Addictions care team**
- **Mental Health Act service**
- **HNZ – Te Tai Tokerau - Adult Mental Health and your organisation (Kia Tu Ngawari, POPS, MMH)**
- Add the MHA Administrator (**Louise Fromont**) to the Care Team, and add **yourself/others**
- Mental Health Act Location: **Whangarei**
Please use **Whangarei** for all MHA Referrals

Please ALSO notify **Louise Fromont** (MHA Administrator) by email with the Person's NHI as we solidify the process.

Use the MHA Timeline to locate legal forms ready for completion

Navigate to the Mental Health Act service for the MHA Timeline of legal forms for viewing/editing/submitting.

Please ensure that **ALL Progress Notes related to MH care are entered OUTSIDE of the MHA Service** (eg Progress Notes for General Adult or AOD service should be added in their Service, NOT the MHA Service). This will ensure that ALL MHA legal process records are in one place, with no clutter from other services.

28/05/2025

- 19:40 - Form Selection Assistant
- 19:40 - Section 11 - 5 Day Assessment
- 19:27 - Triage
- 19:27 - Referral

Orange links in a Timeline give access to draft MHA forms, which can be edited and submitted.

Blue links in a Timeline give access to view submitted forms.

Some submitted forms can be edited but NOT legal MHA forms. Once **legal** MHA forms have been submitted, they are locked.

Upload document:

Caution: This form will be locked after submission. No further edits will be possible.

Phone number tip: when completing legal forms requiring a phone number, please use a hospital landline number (eg 094304100), rather than a mobile or 0800 number (which are not YET acceptable in MyWai).

MHA > MHA Flow Worklist to view Review Dates and Action Processes

MHA
MHA Flow Worklist

The **MHA** Flow Worklist displays all those in your **My Caseload** in MHA Treatment. To add a person to YOUR MHA Flow Worklist, **Add yourself** to the MHA Act Care Team.

Name	NHI	Responsible Clinician	Key Worker	Section On	Review Date	Additional Sections With Additional Review Date	Responsible Clinician	Key Worker	Location	Address	Notes	Person Status	Process Status	Actions
EIGHT, Lucky 10/08/2006 (18)				Section 13 - 14 Day Assessment	21-05-2025						Potential Lapse	New		
FIVE, Lucky 11/11/1999 (25)				Section 29 - Community Order	31-10-2025	MHA Section 29(3)(a) - Recall						In Progress		
TWO, Lucky 15/01/1998 (27)				Section 30 - Inpatient Order	31-10-2025	MHA Section 16 - Judges review								
LAST, Lucky 07/08/1998 (26)				Section 29 - Community Order	20-10-2025	MHA Section 29(3)(a) - Recall - 11-06-2025								

Click here to jump to **MHA Service**

Click an orange arrow to trigger an additional process: Sections **16, 29.3(a), 59**

- MHA Section 16 - Judges review
- MHA Section 29(3)(a) - Recall
- MHA Section 59 - Agree to receive treatment

The section 11 electronic form is an administrative step that registers Section 11 status in the system. It can be completed by the DAO at the time of uploading copies of the handwritten section papers.

The only time it should have a signature is when it is completed by the psychiatrist or authorised Nurse Practitioner, who uses that electronic form as their original Section 11 notice.

The quality check and receipt of 8-11 section papers is done by DAOs on behalf of the DAMHS.

This ensures that legal status under the Mental Health Act is legitimate, and that legal records are entered into records. Additional quality checks are performed by the Mental Health Act Administrator.

Person Dashboard > Legal Tab for full MHA History and Review Dates

The legal tab is a useful history of the Mental Health Act processes, which are filtered by workspace eg Service

The screenshot shows the 'Legal Tab' selected in the left sidebar. The main area displays a timeline for May 2025 with events like 'Section 14 - Certificate of final assessment' and 'MHA DAMHS Report'. On the right, a list of sections is shown with details like 'Section Name', 'Start Date', 'Inpatient Status', and 'Review Date'. Red boxes highlight the 'Legal Tab' in the sidebar and the 'Review Date' field in the section list.

Inpatient Whiteboard to view Review Dates

0 / 28	Bed Name	Alerts	Person Details	Admission Date	Service	Estimated Leave Date	Length Of Stay	Service Location	Delayed Discharge	Honos	L/S	L/Review	Responsible Clinician	OBS	Leave
<input type="checkbox"/>	PUMAU B2	<input type="checkbox"/>	BILLYE, Belinda 01/01/1970 (55)	05.05.2025	Tumanako	10.05.2025	2 days	Whangarei	<input type="checkbox"/>	<input type="checkbox"/>	Section 11 - 5 Day Assessment	10-05-2025		--	

Use Clinical Records to Add Forms if necessary

Other forms are not part of the workflow but can be added to the Timeline for completion.

Find them under **Assessments & Forms** for the Mental Health Act service

(eg for an extra DAMHS report, Request for police assessment, transfer of care, etc).

The screenshot shows the 'Clinical Records' dashboard. The 'Assessments & Forms' tab is selected. A red box highlights the 'Add' button in the top right. Another red box highlights the 'Assessments & Forms' tab. A third red box highlights the 'Add Assessments & Forms' dialog box, which lists various forms like 'Authority for ECT treatment' and 'Letter to Chief Medical Advisor'.

Use Clinical Records to Search for Forms

Added **MHA Legal Documents** are also visible in **Clinical Records** – try the **Toggle advanced search**.

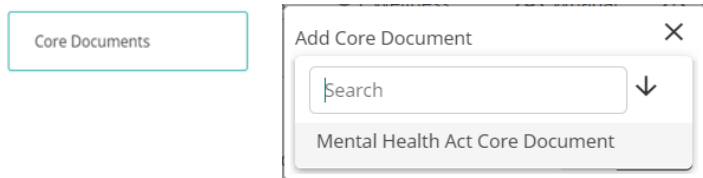
The screenshot shows the search bar at the top of the Clinical Records dashboard. The 'Toggle advanced search' button is highlighted with a red box. The 'All' filter is also highlighted with a red box.

Use the **Forms** drop down list to select the document required.

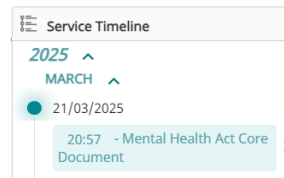
The screenshot shows the search results for 'Assessments & Forms'. A dropdown menu is open, showing a list of forms including 'Section 11 - 5 Day Assessment', 'Section 13 - 14 Day Assessment', 'Section 15 - Waiting for MH Act Hearing', 'Section 29 - Community Order', and 'Section 30 - Inpatient Order'. The dropdown menu is highlighted with a red box.

Mental Health Act Core Document for key contact details (managed by MHA Administrator)

Care Team members in the Mental Health Act Service, can view and **Add** the Mental Health Act Core Document



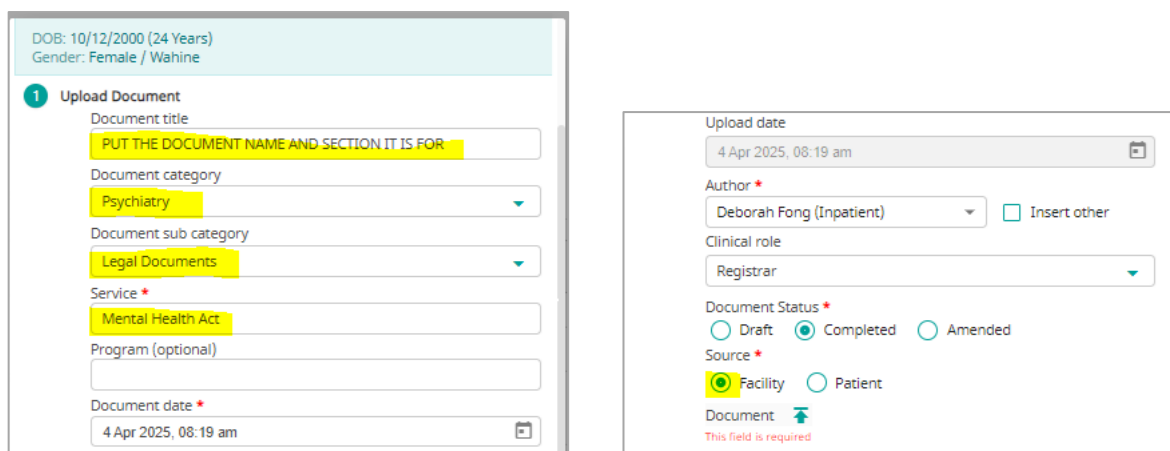
The added Core Document is visible in the **Timeline** and in **Core Documents**



Upload a paper document

If a paper copy of a form or some other legal document has been completed, please upload these into the Mental Health Act Service so it can sit with all the other legal documents and be easily found.

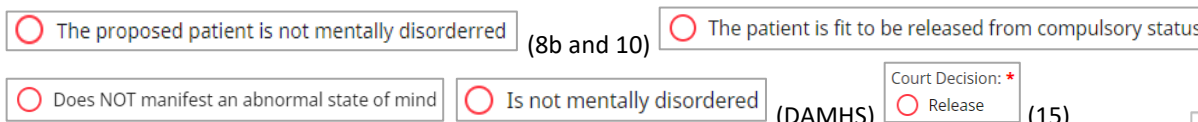
Upload scanned forms for any of the sections into the relevant legal forms in MyWai so the scanned file is available when reviewing the section documents. Other documents can be uploaded from Clinical Records.



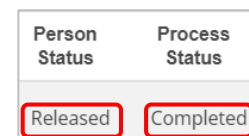
MHA Treatment Completion (Legal Release and Discharge)

Legal Release (completed by MHA Clinician)

All MHA certificates which indicate that a person is 'fit to be released' or that a Judge has decided to end the MHA, will automatically trigger a release of that person from the MHA workflow. Once the relevant certificate is Submitted, the Person Status displayed on the MHA Workflow changes to **Potential Release**.



The MHA Administrator completes the rest of the process and the Person Status changes to **Released**, and the **Process Status** changes to **Completed**.

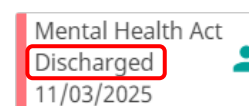


Discharge from Mental Health Act Service (completed by MHA Administrator)

Use the **Discharge from Service** button to display the **Mental Health Act Summary of Care**.

The first field in the Summary of Care requires the selection of an option from the drop-down list: **Lapsed**, **Released** or **Transferred** (if moving out of area).

When Submitted, the Service shows as Discharged and the **Person Status** reflects the option selected in the Summary of Care (eg. Released).



MHA Flowchart

