Referring Practitioners’ Roles and Responsibilities

In order to facilitate the efficient and effective management of Queensland Health Outpatient Services all persons involved in the process have a specific role and certain responsibilities that will be undertaken. The following roles and responsibilities should be read in conjunction with Outpatient Services Implementation Standard Attachment 1 which outlines the Rights and Responsibilities of Patients Accessing Outpatient Services.

Referring Practitioner is required to:

1. Arrange a referral on behalf of the patient to a Queensland Health Outpatient Service for an appointment through the provision of an appropriate and adequate referral letter that contains:
   i. Accurate and current patient demographic details;
   ii. Clear and concise information about the patient’s presenting condition that will enable an accurate assessment of the clinical urgency category including the results of any investigations undertaken;
   iii. Relevant information regarding the patient’s social circumstances and any pre-existing co-morbidities that may impact on the patient’s care and/or management.

2. Undertake investigations pertinent to the patient’s condition that will assist in the clinical triage process.

3. Provide ongoing care of the patient including clinical reviews, until they have attended their initial consultation at the Outpatient Service to which they had been referred.

4. Inform the Outpatient Service of any change in the patient’s condition that requires a reassessment of their clinical urgency status whilst awaiting their initial outpatient service consultation.

5. Provide ongoing management of the patient following discharge from the Outpatient Service.