



Smart Referrals

Notify Correspondence

This functionality sends notifications to the referring GPs Practice Management System (PMS), which are triggered by events which occur throughout the referral journey.

The following notifications are currently provided:

- HHS Received
- Withdraw (Received)
- Appointment Attended
- Reassign
- Redirect

NOTE: Valida Bridge is a GP Smart Referrals add-on that acts as a transportation service to deliver Smart Referrals Notify Correspondence. There is no additional licencing required for this functionality.

The PMS receives Notify Correspondence in the same

Notify Correspondence are easily identifiable as follows:

Best Practice

- Subject: QH [letter name] letter *i.e.* "QH HHS Receive Letter"
- Sender: Hospital and Health Service (HHS) name *i.e.* "Sunshine Coast HHS"

Medical Director

- Subject: QH [letter name] letter *i.e.* "QH HHS Receive Letter"
- Sender: rlat-production-endpoint

manner that test results, radiology reports etc are received.

- Best Practice: Incoming Reports / Inbox
- Medical Director: Holding File

NOTE: It is understood, Practices already have existing processes to manage receipt of these types of messages; however, the process will differ at each practice based on their business workflows. This includes scheduled imports versus manual import.

HHS Received

- The 'HHS Received' notification is sent to the GP upon receipt of the Smart Referral within their compliant workflow solution.

Dear Dr A Practitioner
 Re: Sally Jane Brown
 DOB: 04-04-2019
 SSRID: 0002779460
 Sunshine Coast HHS wish to acknowledge the receipt of this referral. An assessment will be undertaken within the next five (5) working days and a notification of the outcome will be issued as soon as possible.

Withdraw Received

- The 'Withdraw Received' notification is sent to the GP upon receipt of the Smart Referral withdraw request within their compliant workflow solution.

Dear Dr A Practitioner
 Re: Sally Jane Brown
 DOB: 04-04-2019
 SSRID: 0002779411
 Sunshine Coast HHS wish to acknowledge the receipt of your referral withdrawal. This will be processed as soon as possible.

Appointment Attended

- The 'Appointment Attended' notification is sent to the GP where a patient has been scheduled within the HHS scheduling system (HBCIS/ESM) and the appointment is marked as 'seen'/'checked out'.

Dear Dr A Practitioner
 Re: MISS SALLY JANE SCUHMOCKBROWN
 DOB: 04-04-1989
 SSRID: 0002783132
 Sunshine Coast HHS - SUNSHINE COAST UNIVERSITY HOSPITAL wish to inform you that your patient MISS SALLY JANE SCUHMOCKBROWN, 04-04-1989 has attended an appointment at the Ambulatory Care Centre Diabetes and Endocrinology service on 07-05-2020 at 09:00.

Reassign

- The 'Reassign' notification is sent to the GP when the HHS determines a more appropriate Healthcare Service from that nominated by the GP.

Dear A Practitioner
 SSRID: 0002981728
 Re: Healthcare Service Change for Zoe Metrosouth
 DOB: 01-01-1980
 Healthcare Service: Plastic and Reconstructive Surgery - PRINCESS ALEXANDRA HOSPITAL
 Metro South HHS wish to advise that your referral for Zoe Metrosouth - SSRID: 0002981728 has changed.
 Healthcare Service and future correspondence on the progress of your referral will now be provided by Urology - QUEEN ELIZABETH II JUBILEE HOSPITAL.

Redirect

- The 'Redirect' notification is sent to the GP when the HHS determines a more appropriate HHS based on circumstances, such as catchment area agreements, sub-specialisation limitations or complexity/severity of patient's condition, as defined in the Specialist Outpatient Service Implementation Standard (SOSIS).

Dear A Practitioner
 SSRID: 0002940435
 Re: Change of HHS for Nicole Metronorth
 DOB: 10-10-2009
 Reason for Redirect: Out of Catchment - catchment override request declined by Service Lead (N/A)
 Metro South HHS wish to advise that your referral for Nicole Metronorth - SSRID: 0002940435, has been redirected to West Moreton HHS to be processed accordingly.
 Further correspondence on the outcome of your referral will be provided by West Moreton HHS as soon as possible.

NOTE: A copy of all notify correspondence are stored in the compliant workflow solution at the relevant Hospital and Health Service (HHS).

How to get help

Please contact Smart Referrals Support Team:

Ph: 1300 478 439

Email: CEQ_SmartReferrals@health.qld.gov.au

