



Accessing Smart Referrals from Best Practice

Smart Referrals is launched directly from the GPs Practice Management System (PMS) and be accessed via the patient record.

Navigate

- Open Best Practice and login to the PMS

- Search for the relevant patient and open their record

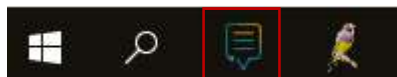
- Launch the Smart Referrals application for Best Practice from your desktop or start menu.

NOTE: The Smart Referrals application may launch automatically upon login, depending on local settings.

- Click the 'Smart Referrals' button in the client.



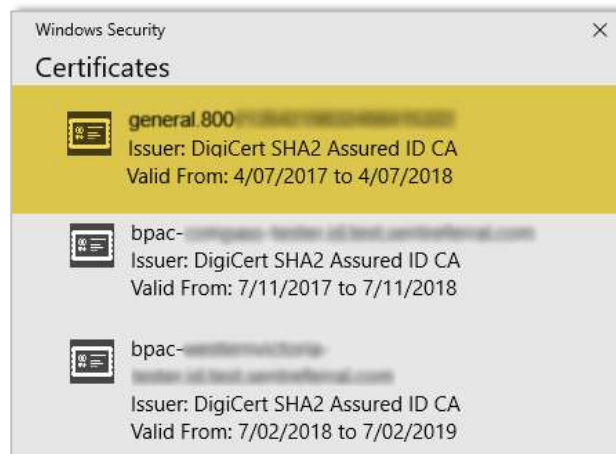
- Once open, the application will appear in the Windows toolbar.



Certificates

Certificates are used to authenticate that a user belongs to their practice. Smart Referrals will prompt for a certificate when opened.

- Your practice may have multiple certificates installed, for Smart Referrals select the certificate that begins with 'general.800...' and click 'OK'.



NOTE: If you are not prompted for a certificate, only one is installed on your machine. This has been selected by default and Smart Referrals is ready to use.

IMPORTANT:

For any certificate issues, please contact your Practice Manager or local practice IT support.

Other Quick Reference Guides (QRGs)

Please see the '[Removing Expired NASH Certificate](#)' QRGs to assist with certificate management.

How to get help

Please contact Smart Referrals Support Team:

Ph: 1300 478 439

Email: CEQ_SmartReferrals@health.qld.gov.au