



Smart Referrals

Tracking Referrals

GPs can track the status of a referral from their patient's chart within the Practice Management System (PMS). These status updates are triggered by events which occur throughout the referral journey.

The following updates are currently provided:

- Received
- HHS Received
- Withdrawn
- Accepted
- Request Declined
- Scheduled
- Appointment Attended
- Reassign
- Redirect

NOTE: 'HHS Received' and 'Withdrawn' updates are only visible by the 'Correspondence Out' or 'Letters' tab within the PMS. 'Withdrawn' referrals are no longer visible on the Referrals List.

Referrals List

- Open Smart Referrals from your PMS, any existing referrals for the patient (known as 'living referrals') will be displayed:

Referral Lists					
Date	Specialty	Condition	Provider	Funding	Status
20 Jul 2020	General Medicine		Metro South	QHSR	Received
31 Jul 2020	Neurosurgery		Metro South	QHSR	Accepted
31 Jul 2020	Orthopaedics		Metro South	QHSR	Request Declined
31 Jul 2020	Orthopaedics		South West	QHSR	Received

- The update status will appear against each 'living referral'.

Referral History

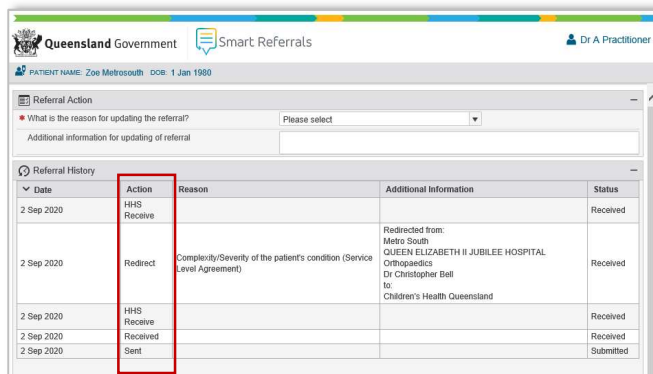
The status of a referral can also be tracked via the 'Referral History'. This can be found in the following locations:

Update Referral Screen

- From the Referrals List, click the Actions button to display a list of referral actions:

Submitted Referrals						
Date	Specialty	Condition	Provider	Funding	Status	Actions
20 Jul 2020	Audiology		Metro South	QHSR	Received	...
20 Jul 2020	Ear, Nose and Throat (ENT)		Metro South	QHSR	Rec	Update
20 Jul 2020	Audiology		Metro South	QHSR	Received	Withdraw

- Selecting update opens a version of the original referral with addition of 'Referral action' and 'Referral history'



- The update status will appear under the 'Action' header of the 'Referral history' table.

'Correspondence' or 'Letters' Tab

- Open the 'Correspondence Out' (Best Practice) or 'Letters' (Medical Director) tab from the patient's chart within the PMS.



- Select the relevant GP Smart Referral document.



- The update status will appear under the 'Action' header of the 'Referral history' table.

Referral History					
Date	Action	Reason	Additional Information	Status	
05 Aug 2020	Withdraw	At patient's request	received by Gold Coast SWT	Withdrawn	
05 Aug 2020	Redirect	Complexity/Severity or the patient's condition (SLA)	Redirected from: Metro South QUEEN ELIZABETH II JUBILEE HOSPITAL General Medicine Dr Alan Lam to: Gold Coast	Received	
05 Aug 2020	HHS Receive			Received	
05 Aug 2020	Received			Received	
05 Aug 2020	Sent			Submitted	

NOTE: 'Referral History' table is only visible on updated and/or withdrawn referrals. New submissions do not include referral history.

How to get help

Please contact Smart Referrals Support Team:

Ph: 1300 478 439

Email: CEQ_SmartReferrals@health.qld.gov.au

