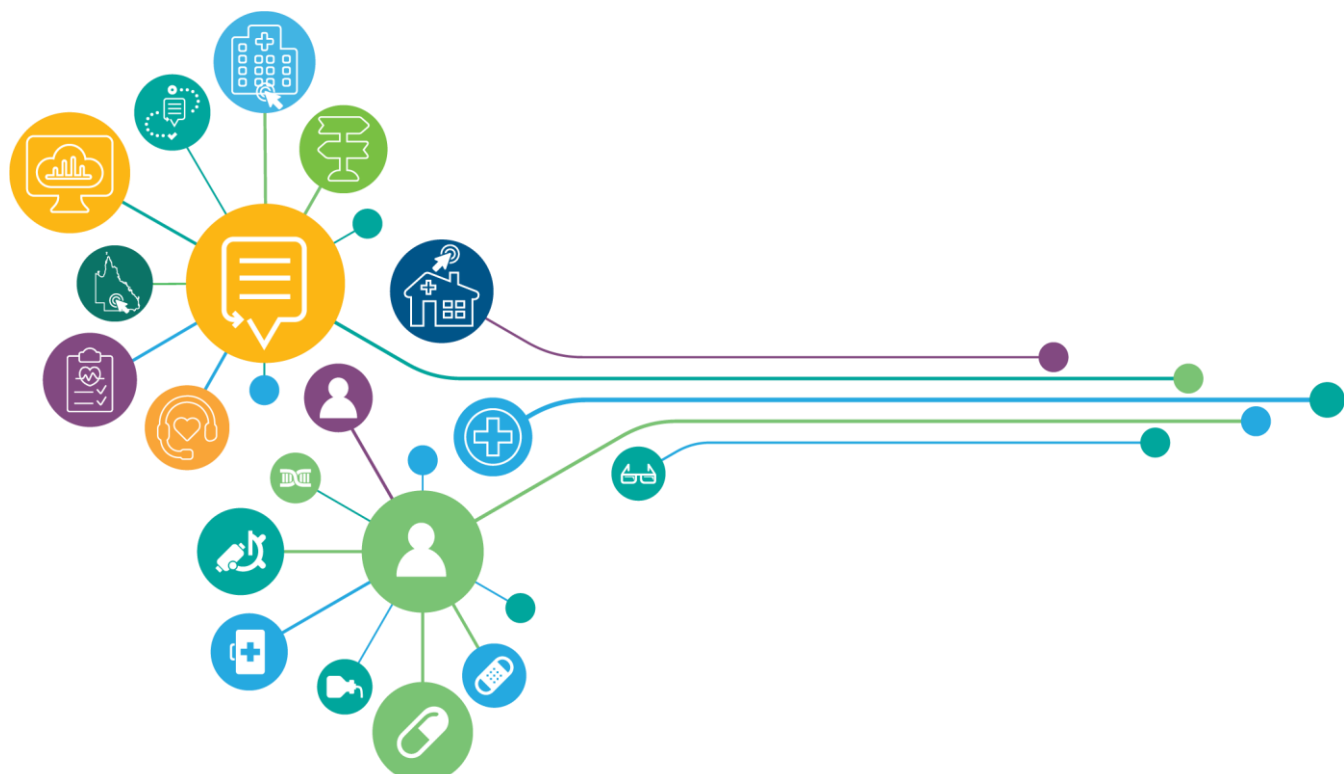


# GP Smart Referrals User Guide

July 2023



## Document details

### Version control

#### Contact for enquiries and proposed changes

For information concerning the use of this material or suggestions for improvement, please contact:

Contact	Healthcare Improvement Unit (HIU)
Email	<a href="mailto:CEQ_SmartReferrals@health.qld.gov.au">CEQ_SmartReferrals@health.qld.gov.au</a>

#### Version history

Version	Date	Modified by	Description
0.1	21/07/2022	Sheridan Walker	Initial Draft
0.2	03/08/2022	Grace Wilson	Feedback on V0.1
0.3	08/08/2022	Sheridan Walker	Update on feedback V0.1
0.4	16/08/2022	Ekta Kapoor, Monica Smith, Mark Lees	Feedback on V0.3
0.5	18/08/2022	Sheridan Walker	Update on feedback V0.4
0.6	29/08/2022	Sheridan Walker, Grace Wilson, Ekta Kapoor	Update on feedback V0.5
0.7	30/11/2022	Grace Wilson	Final review post Release 2022.3 code and Team reviews
0.8	1/12/2022	Ekta Kapoor	Update post feedback – added RFA content
0.9	21/12/2022	Sheridan Walker	Additional RFA content added.
1.0	10/01/2023	Katie A. Lee	FINAL

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# Document Overview and Purpose

## Important Notice

GP Smart Referrals is not a substitute for clinical judgment which must be exercised in each consultation in which GP Smart Referrals is used.

GP Smart Referrals utilises information extracted from the patient's record in the clinical software in use during the consultation. SNOMED CT-coded information is held for specialties and conditions. The completeness and accuracy of the coded information in the clinical software is important as it determines the performance of GP Smart Referrals.

## Purpose of User Guide

This user guide provides an overview of the functionality within the GP Smart Referrals application and the various components within this decision support tool.

The GP Smart Referrals module has been developed by the Healthcare Improvement Unit (HIU), Queensland Health in conjunction with BPAC Clinical Solutions.

## Overview

This document is intended to assist users of the GP Smart Referrals product. GP Smart Referrals has in-built referral management capability designed to have a more streamlined approach for healthcare professionals, and, to improve the quality of referrals.

The referral consists of a generic form with condition-specific clinical information – these are auto-populated forms with standard information about the patient, clinical information, and the referrer. The form requires the referring clinician to complete patient-specific referral information before the referral can be submitted.

GP Smart Referrals has been designed to assist referring clinicians to maintain standards endorsed by State, National and International guidelines. When the referral is complete, the referral is converted into a PDF and written back to the patient's record in the clinical software.

A GP can also request advice from Queensland Health clinicians by using the Request for Advice (RFA) capability that has been built into the Smart Referral platform. The Smart Referrals RFA functionality will allow GPs who use GP Smart Referrals a seamless method to raise referrals and RFAs using a single platform.

## NASH Certificates

Certificates are used to authenticate that a user belongs to their practice.

Your practice may have multiple certificates installed. GP Smart Referrals will prompt certificate selection when opened. For GP Smart Referrals select the certificate that begins with **general.800...** and click **ok**.

If you are not prompted for a certificate, only one (1) is installed on your machine. This has been selected by default and GP Smart Referrals is ready to use.

**Note:** For any certificate issues, contact your practice manager or IT Support.

## Launching GP Smart Referrals

Before launching GP Smart Referrals, ensure that the clinical software is open, and a patient record is open.

There are two ways to launch GP Smart Referrals dependent on the type of clinical software used, these are outlined below.

### Option 1: Medical Director

Follow the instructions below:

1. Open Medical Director and select a patient
2. In the Medical Director sidebar click the GP Smart Referrals button in the GP Smart Referrals widget.
3. GP Smart Referrals will open in a new window

If the widget is not visible the sidebar is collapsed. Click the GP Smart Referrals icon to expand the sidebar then launch GP Smart Referrals using the widget.

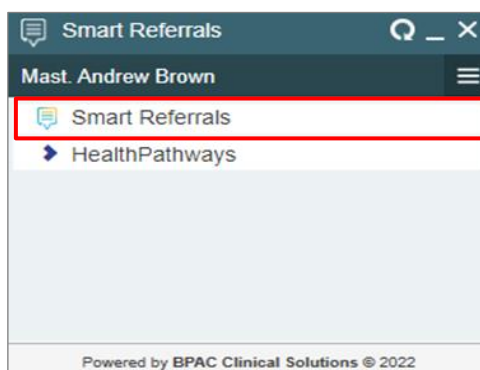


### Option 2: Best Practice

Follow the instruction below:

1. Open Best Practice and select a patient
2. Launch the GP Smart Referrals application from Best Practice on your desktop or start menu
3. Click the GP Smart Referrals icon in the client (patient) profile

To launch the GP Smart Referrals application from the desktop, double click the GP Smart Referrals icon. Once open, the application will appear in the Window toolbar.



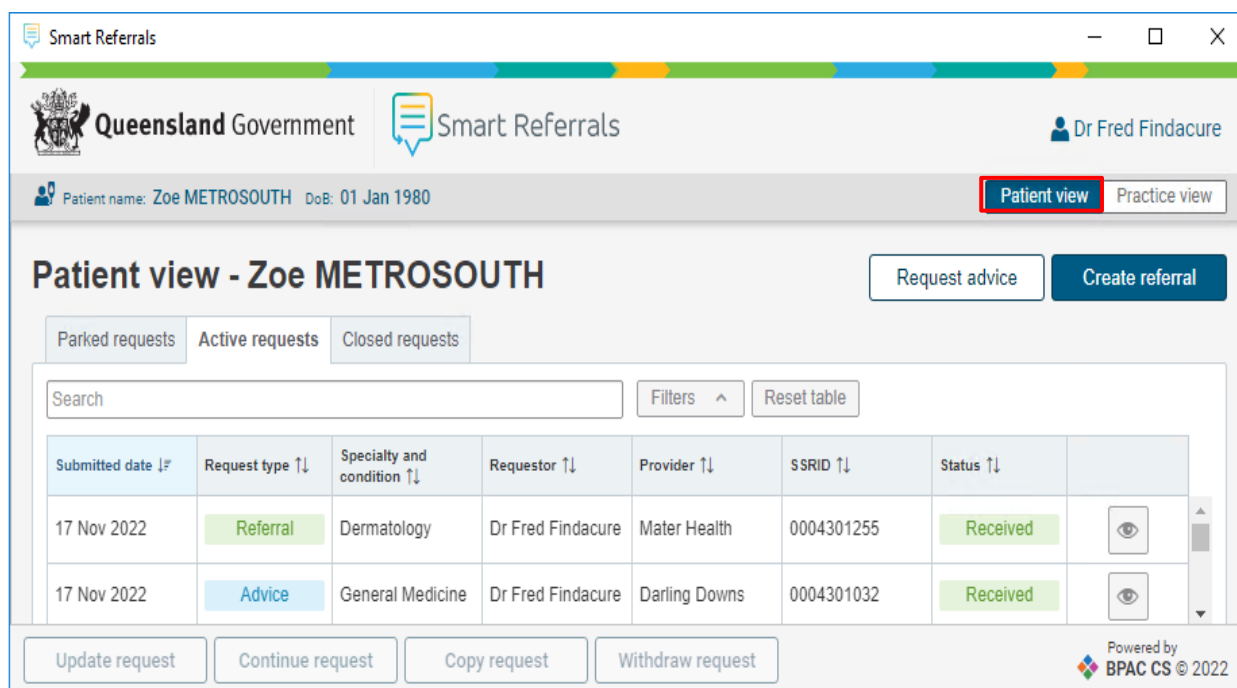
# Request List View

## Patient View



In this section you can view all requests that have been submitted for the patient via GP Smart Referrals. Within the request list view there are three tabs:

- **Parked requests**
  - This list contains requests that have been started and saved for later *i.e.* 'parked'.
- **Active requests**
  - Requests still under triage or treatment by the Hospital and Health Service.
  - The date of submission, speciality, requestor and State-wide Service Request Identifier (SSRID) can all be seen from this view
- **Closed requests**
  - This list contains requests finalised by the Hospital and Health Service, withdrawn by the GP or declined requests closed directly by the GP

Note: To preview the request click on the 'eye' located on the right-hand side

The screenshot shows the 'Patient view - Zoe METROSOUTH' interface. At the top, there's a header with the Queensland Government logo, 'Smart Referrals' text, and the user 'Dr Fred Findacure'. Below the header, a patient summary bar shows 'Patient name: Zoe METROSOUTH DoB: 01 Jan 1980' and two tabs: 'Patient view' (highlighted) and 'Practice view'. The main section has a title 'Patient view - Zoe METROSOUTH' and two buttons: 'Request advice' and 'Create referral'. Below this are three tabs: 'Parked requests', 'Active requests', and 'Closed requests'. A search bar and 'Filters' button are present. A table lists two requests:

Submitted date ↓↑	Request type ↓↑	Specialty and condition ↓↑	Requestor ↓↑	Provider ↓↑	SSRID ↓↑	Status ↓↑	
17 Nov 2022	Referral	Dermatology	Dr Fred Findacure	Mater Health	0004301255	Received	
17 Nov 2022	Advice	General Medicine	Dr Fred Findacure	Darling Downs	0004301032	Received	

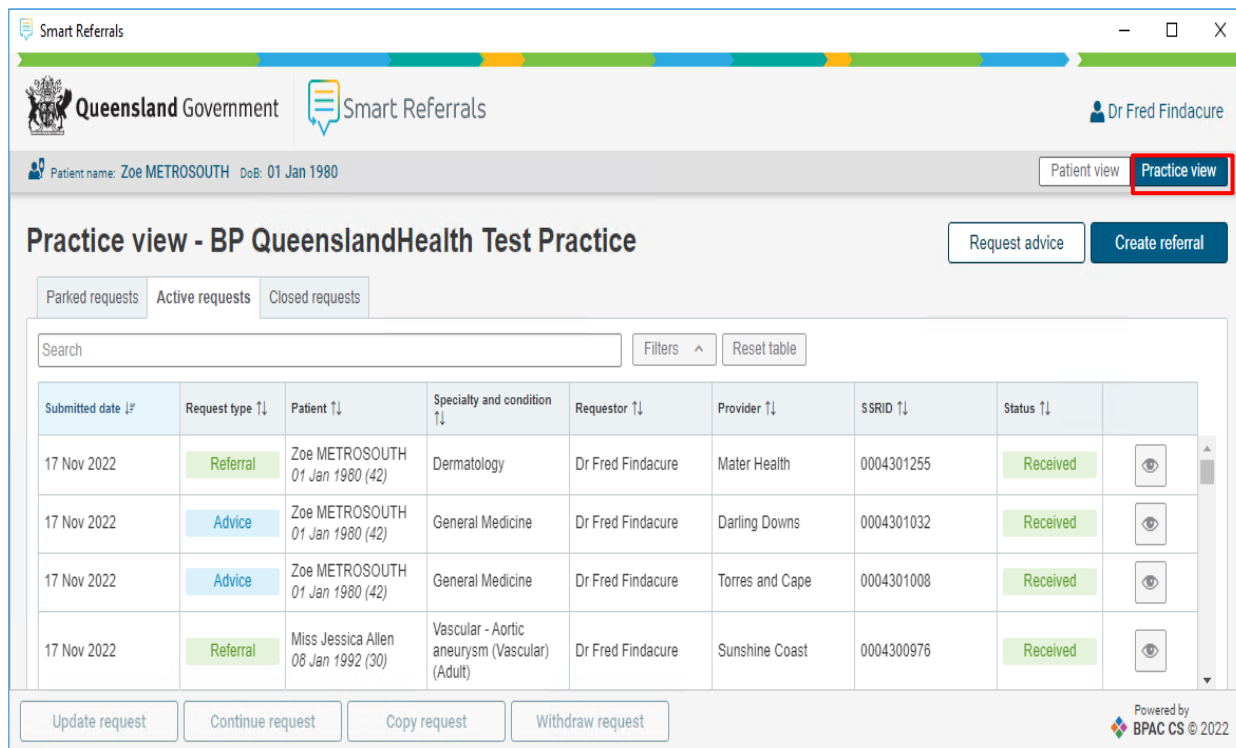
At the bottom, there are four buttons: 'Update request', 'Continue request', 'Copy request', and 'Withdraw request'. The footer indicates 'Powered by BPAC CS © 2022'.

## Practice View

In this section you can view all requests that have been submitted via GP Smart Referrals for any patient at the practice.

Click on the Practice View tab in the top right-hand corner.

**Note:** You must also open the corresponding patient chart in the PMS if you wish to view their referral.



Submitted date ↓↑	Request type ↓↑	Patient ↓↑	Specialty and condition ↓↑	Requestor ↓↑	Provider ↓↑	SSRID ↓↑	Status ↓↑	
17 Nov 2022	Referral	Zoe METROSOUTH 01 Jan 1980 (42)	Dermatology	Dr Fred Findacure	Mater Health	0004301255	Received	
17 Nov 2022	Advice	Zoe METROSOUTH 01 Jan 1980 (42)	General Medicine	Dr Fred Findacure	Darling Downs	0004301032	Received	
17 Nov 2022	Advice	Zoe METROSOUTH 01 Jan 1980 (42)	General Medicine	Dr Fred Findacure	Torres and Cape	0004301008	Received	
17 Nov 2022	Referral	Miss Jessica Allen 08 Jan 1992 (30)	Vascular - Aortic aneurysm (Vascular) (Adult)	Dr Fred Findacure	Sunshine Coast	0004300976	Received	

### Practice View for GPs

- GPs can select referrals and RFAs to view or action using the lists Parked, Active and Closed just like when the GP is viewing in patient view

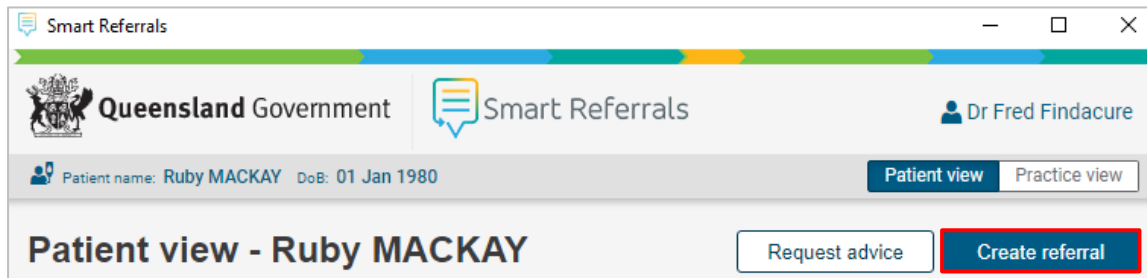
### Practice View for Practice Administrators/ Practice Management Staff

- Practice Administrators or Practice Management staff have Practice View but are not able to view referral or RFA information
  - The eye button is not available, nor can they action referrals.
- Practice staff can use practice view to get an overview of the requests in the Parked, Active or Closed requests lists

# Creating a New Referral

## Creating a Referral

To create a new referral, click the create referral button. This will launch the form for creating a referral



Smart Referrals

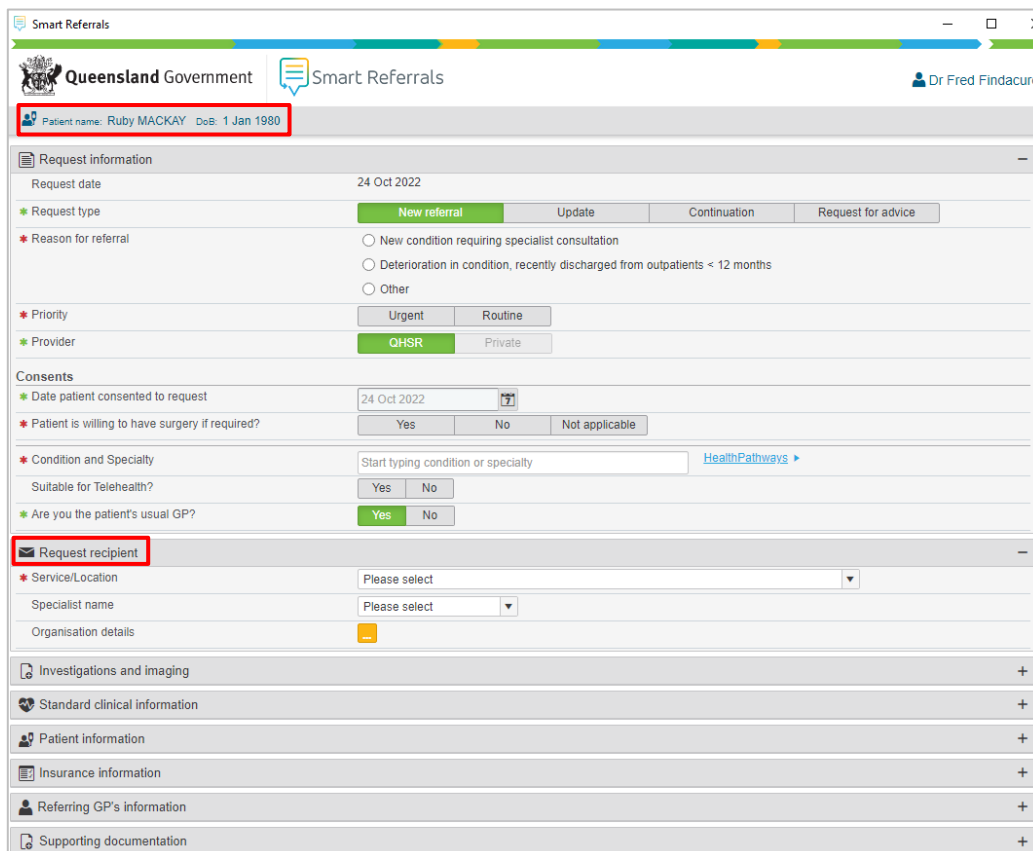
Queensland Government Smart Referrals Dr Fred Findacure

Patient name: Ruby MACKAY DoB: 01 Jan 1980 Patient view Practice view

Patient view - Ruby MACKAY Request advice Create referral

## Referral Form Sections

The GP Smart Referrals form is divided into eight (8) sections. Each of these sections have different information to complete prior to submitting the referral. The 'Request information' and 'Request recipient' sections are open by default while all other sections are closed.



Smart Referrals

Queensland Government Smart Referrals Dr Fred Findacure

Patient name: Ruby MACKAY DoB: 1 Jan 1980

Request information

Request date 24 Oct 2022

Request type New referral Update Continuation Request for advice

Reason for referral

Priority Urgent Routine

Provider QHSR Private

Consents

Date patient consented to request 24 Oct 2022

Patient is willing to have surgery if required? Yes No Not applicable

Condition and Specialty Start typing condition or specialty HealthPathways

Suitable for Telehealth? Yes No

Are you the patient's usual GP? Yes No

Request recipient

Service/Location Please select

Specialist name Please select

Organisation details

Investigations and imaging +

Standard clinical information +

Patient information +

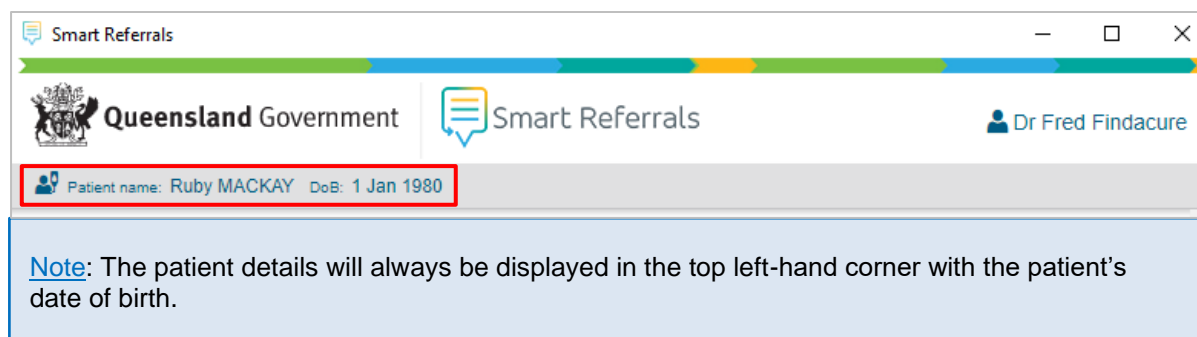
Insurance information +

Referring GP's information +

Supporting documentation +

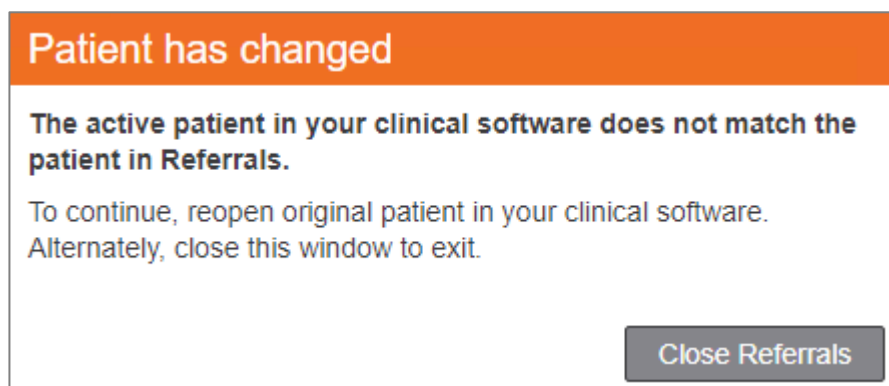


To open or close a referral section, click anywhere in the dark grey heading bar of the section.



The patient must remain active in the practice management system while their corresponding GP Smart Referral form is open and in progress.

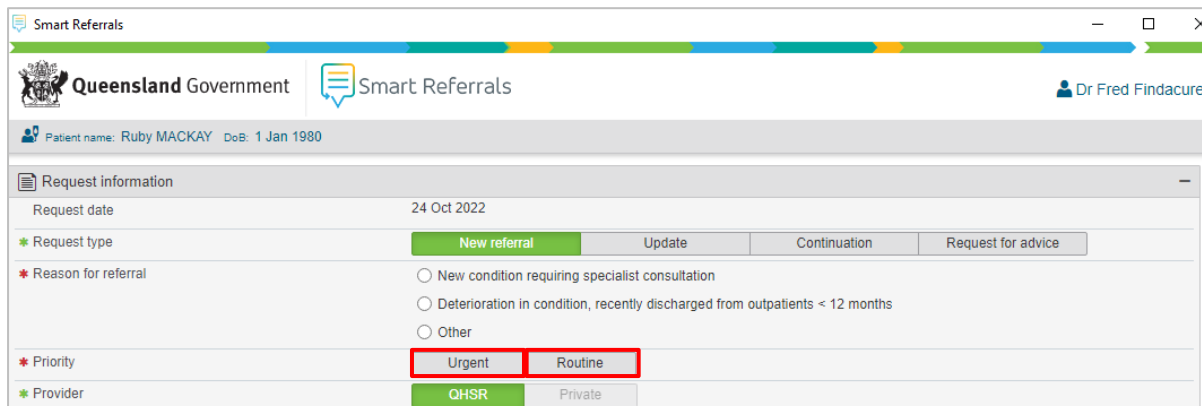
If a different patient file is opened while the referral is in progress the following notification will be displayed.



## Request information section

### Priority

- **Urgent**
  - For patients requiring outpatient assessment for Category 1 recommended timeframes.
  - For time critical clinical conditions, it is recommended to contact the service for information on priority processes.
- **Routine**
  - For patients requiring outpatient assessment within a Category 2 or 3 timeframe for their clinical condition.



Smart Referrals

Queensland Government Smart Referrals Dr Fred Findacure

Patient name: Ruby MACKAY DoB: 1 Jan 1980

**Request information**

Request date 24 Oct 2022

\* Request type New referral Update Continuation Request for advice

\* Reason for referral
 

- ☐ New condition requiring specialist consultation
- ☐ Deterioration in condition, recently discharged from outpatients < 12 months
- ☐ Other

\* Priority Urgent Routine

\* Provider QHSR Private

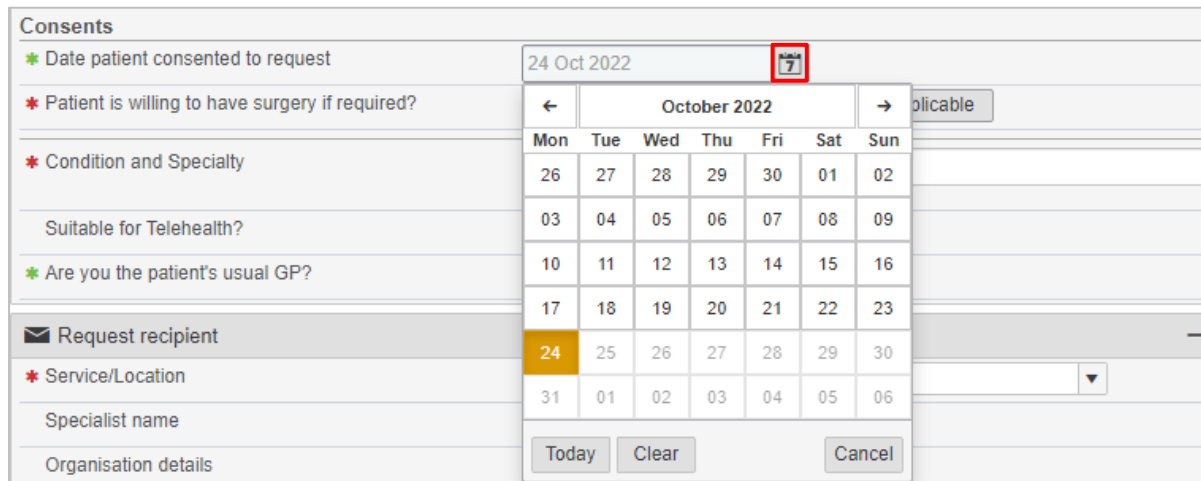
**Note:** You will note there is an asterisk (\*) associated with some of the fields. This is to indicate the field is mandatory. The **red asterisk (\*)** means the information has not been entered. The **green asterisk (\*)** means the information has been entered.

### Provider

- **Queensland Health Smart Referrals (QHSR)**
  - QHSR is the default selection and private referrals are not currently available in GP Smart Referrals
  - When QHSR is selected as the provider, the referral information includes a choice of referrals and a different reason for referral
  - QHSR refers to publicly funded services, service locations, organisations and specialists' names for public use.
  - The referral recipient section will be displayed if QHSR is the provider. This is included to select the provider service, location and name to determine where to send the referral.

## Consents section

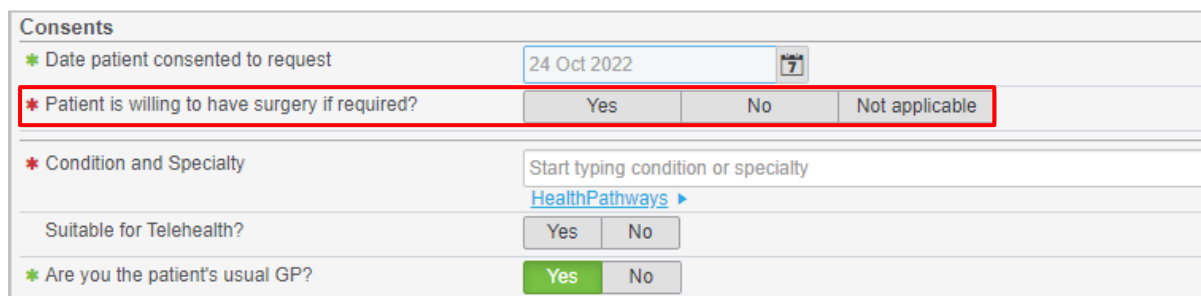
If the consultation was completed on a different date to the request where the patient originally gave consent to refer, this date will need to be amended by selecting the date picker to the right of the date field.



The screenshot shows the 'Consents' section of a form. The 'Date patient consented to request' field is set to '24 Oct 2022'. A date picker calendar is open, showing the month of October 2022. The date '24' is highlighted in orange. The calendar has a grid with days of the week (Mon to Sun) and dates (01 to 31). There are 'Today', 'Clear', and 'Cancel' buttons at the bottom of the calendar. Other fields in the form include 'Patient is willing to have surgery if required?', 'Condition and Specialty', 'Suitable for Telehealth?', 'Are you the patient's usual GP?', 'Request recipient', 'Service/Location', 'Specialist name', and 'Organisation details'.

If the patient is willing to have surgery if required;

- Select Yes or No



The screenshot shows the 'Consents' section of a form. The 'Date patient consented to request' field is set to '24 Oct 2022'. The 'Patient is willing to have surgery if required?' field is highlighted with a red box and has three options: 'Yes', 'No', and 'Not applicable'. The 'Condition and Specialty' field is a dynamic search field with the placeholder text 'Start typing condition or specialty' and a 'HealthPathways' link. The 'Suitable for Telehealth?' field has 'Yes' and 'No' buttons. The 'Are you the patient's usual GP?' field has 'Yes' and 'No' buttons.

## Condition and Specialty

The Condition and Specialty field is a dynamic search field, which allows for selection of the condition affecting the patient. Conditions which are returned in the search field are based on Clinical Prioritisation Criteria (CPC). The referral form will update based on the CPC condition or specialty selected.

When selecting a condition, the associated specialty will also be displayed for the chosen condition. The CPC condition name will show on the right-hand side of the field, with the specialty on the left-hand side of the field.

* Condition and Specialty	Ortho	Orthopaedics	Achilles tendon pathology and r...
Suitable for Telehealth?	Orthopaedics	Back Pain (Orthopaedics) (Pae...	
* Are you the patient's usual GP?	Orthopaedics	Basal thumb arthritis (Orthopae...	
	Orthopaedics	Bow Legs (Orthopaedics) (Pae...	

**Note:** The Condition and Specialty search field has inbuilt features such as SnoMed term mapping which, enables dynamic searching. There are over 420 CPC conditions available for selection.

Specialties can also be used to create a referral if there is not a suitable CPC condition to use. Generic specialty referrals can be selected by choosing the specialty on the left-hand side of the search field that does not have a corresponding CPC condition on the right-hand side of the search field.

<b>Consents</b>			
* Date patient consented to request	24 Oct 2022		
* Patient is willing to have surgery if required?	Yes	No	Not applicable
* Condition and Specialty	audio	HealthPathways ▶	
Suitable for Telehealth?	Audiology		
* Are you the patient's usual GP?	Audiology	Exclude Hearing Loss (Au...	
	Audiology	Exclude Hearing Loss (Au...	
	Audiology	Facial nerve palsy (Audio...	
✉ Request recipient	Audiology	Hearing Implants (Audiol...	
* Service/Location	Audiology	Hearing Implants - concu...	
Specialist name	Audiology	Hearing loss/Hearing con...	
Organisation details	Audiology	Hearing loss/Hearing con...	
	Audiology	Hearing Monitoring (Audi...	
	Audiology	Hearing Monitoring (Audi...	
📄 Investigations and imaging	Audiology	Otitis Media/Otological Co...	
	Audiology	Otitis Media/Otological Co...	
🏥 Standard clinical information	Audiology	Tinnitus (Audiology) (Adult)	

**Note:** Queensland Health encourages the use of Clinical Prioritisation Criteria (CPC) conditions in GP Smart Referrals.

Generic specialty referral templates do not include as much inbuilt information specific to a certain condition. Please ensure that CPC condition options are considered prior to reverting to a generic specialty template.

## Referral Type

**New Referral** – service request for a new condition and reason for referral

- Reason for referral
  - Select the most appropriate action
    - New condition requiring specialist consultation
    - Deterioration in condition, recently discharge from outpatients < 12 months
    - Other – free text box will appear

* Request type	<b>New referral</b>	Update	Continuation	Request for advice
* Reason for referral	<input type="radio"/> New condition requiring specialist consultation <input type="radio"/> Deterioration in condition, recently discharged from outpatients < 12 months <input type="radio"/> Other			

**Continuing care** – service request to extend the validity period for an existing occasion of service

- Reason for referral
  - Select the most appropriate action
    - Existing condition, providing updated referral
    - Deterioration in condition, on waiting list, request triage review with new information
    - Deterioration in condition, request earlier follow-up appointment
    - Request specialist participation in Team Care Arrangement
    - Other – a free text box will appear.

* Request type	New referral	Update	<b>Continuation</b>	Request for advice
* Reason for referral	<input checked="" type="radio"/> Existing condition, providing ongoing care referral			

* Request type	New referral	<b>Update</b>	Continuation	Request for advice
* Reason for referral	<input type="radio"/> Additional clinical information <input type="radio"/> Additional patient demographic information <input type="radio"/> Deterioration in condition, request review of new information <input type="radio"/> Hospital has requested further information from GP <input type="radio"/> Request specialist participation in Team Care Arrangement (attached) <input type="radio"/> Other			

## Suitable for Telehealth

- Select either Yes or No

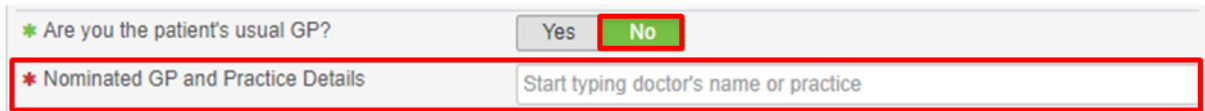
Suitable for Telehealth?	Yes	No
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Please see below information regarding Telehealth:

- Telehealth – Health Professionals and Patient and Families
- [Health Professionals | Queensland Health](#)
- [Patients and families | Queensland Health](#)

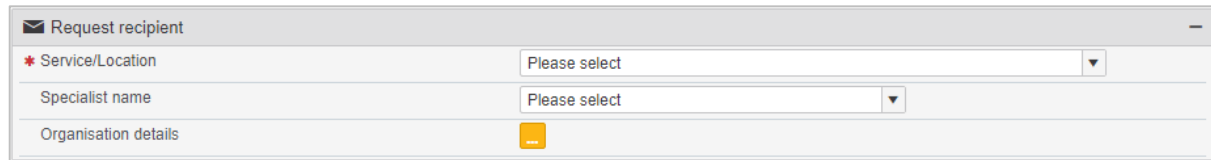
## Are you the patient's usual GP?

- Select either Yes or No
  - If no, add the nominated GP and Practice Details



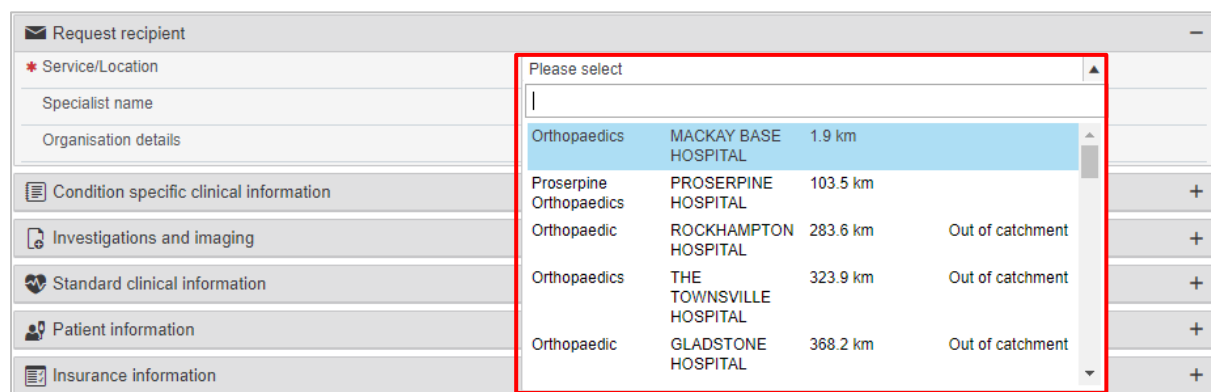
## Request Recipient section

This section is based around the patient's location in relation to a suitable healthcare service and is mapped on the closest service available to the patient's home postcode.



For example, in the above section where Orthopaedics was selected as the specialty. When the service/location drop down box is clicked it will show options in relation to services provided within the patient's catchment area (SA2) based on their address.

Other services within the specialty that are available statewide will also appear. If you wish to choose a service 'out of catchment' you will be required to provide a reason for this. For example, the patient is currently residing in Mackay and will be relocating to Brisbane.



Specialty	Service/Location	Distance	Catchment Status
Orthopaedics	MACKAY BASE HOSPITAL	1.9 km	In catchment
Proserpine Orthopaedics	PROSERPINE HOSPITAL	103.5 km	In catchment
Orthopaedic	ROCKHAMPTON HOSPITAL	283.6 km	Out of catchment
Orthopaedics	THE TOWNSVILLE HOSPITAL	323.9 km	Out of catchment
Orthopaedic	GLADSTONE HOSPITAL	368.2 km	Out of catchment

## Service/ Location information

The information displayed is unique to the Service/ Location and will outline important details to consider when referring your patient.

- **Wait times**
  - This section will provide an overview of the wait times for the services at this location
- **Restrictions**
  - Will advise if there are any restrictions for this service you are referring for
  - Provides detailed information for the selected service/location
- **Service Attributes**
  - This section advises whether
    - GP referrals are accepted
    - Paediatric, Adult or Geriatric patients are treated
    - The service is statewide
    - There are telehealth options available

## Specialist name

The name of the specialist you are referring to at the Hospital and Health Service. The Hospital and Health Service will identify a default recipient (often the Director of the service). You can select an alternate or public (unnamed) recipient if you prefer.

Request recipient

\* Service/Location

Orthopaedics - MACKAY BASE HOSPITAL - 1.9 km

Service/Location information

Wait times

Wait times for this service at this location are Cat 1 27 days, Cat 2 124 days, Cat 3 488 days.

Restrictions

No restrictions found for this service

Service Attributes

For detailed information read the "Restrictions" above for the selected Service/Location

GP Referrals are accepted  
Treats paediatric patients  
Treats adult patients  
Treats geriatric patients  
Not a state-wide service  
Telehealth options available for patients

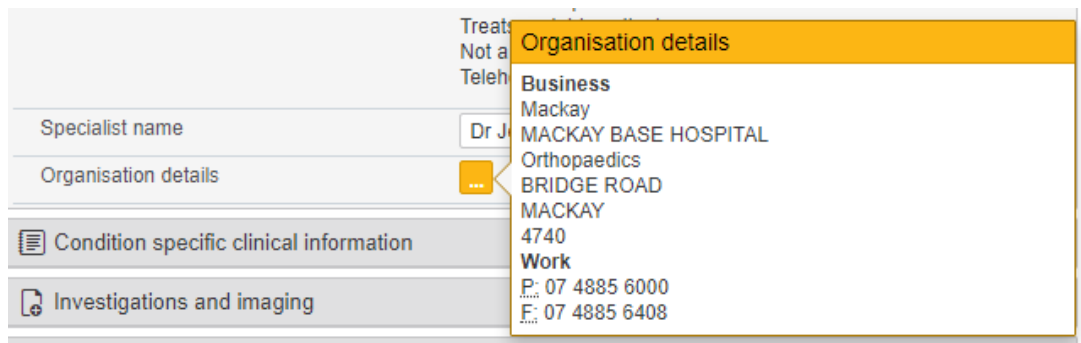
Specialist name

Dr Jonathan Smith

Organisation details

## Organisation details

This button shows the details of the Organisation you are referring the patient to:



The screenshot shows a web interface for 'Smart Referrals'. On the left, there is a sidebar with a list of tabs: 'Specialist name', 'Organisation details', 'Condition specific clinical information', and 'Investigations and imaging'. The 'Organisation details' tab is selected, and a dropdown menu is open to its right. The dropdown menu has a yellow header 'Organisation details' and contains the following information:

- Business**
- Mackay
- MACKAY BASE HOSPITAL
- Orthopaedics
- BRIDGE ROAD
- MACKAY
- 4740
- Work**
- P: 07 4885 6000
- F: 07 4885 6408



## Condition specific clinical information section

**Note:** This section will only appear if a CPC condition has been selected in the Condition and Specialty field above. Each CPC Condition will have slightly differing fields, the following information is intended for use as an example only.

### Show emergency referral criteria

- Select either Show or Hide
  - If you select 'Show' a list will appear advising of common traumatic injuries which require the patient to attend the emergency department

Show emergency referral criteria

If any of the following are present or suspected, please refer the patient to the emergency department (via ambulance if necessary) or seek emergent medical advice if in a remote region:

The list below includes common traumatic injuries that require referral to emergency and should not be referred for elective/fracture clinic categorisation

- Suspected fracture
- Suspected septic arthritis
- Evidence of acute inflammation, for example:
  - haemarthrosis
  - tense effusion
- Suspected infection or sudden pain in arthroplasty:
  - If joint infection is suspected refer immediately to emergency or contact the orthopaedic registrar on call
  - Do not commence antibiotics unless delay to specialist review is likely
- Knee extensor mechanism rupture

### Minimum referral criteria

In this section, provide further information about the condition you are referring the patient for. This information will change based on the condition selected above. On selection, you will be provided a 'CPC Clinical Urgency' notification, which will advise the wait time for a public appointment. This will change based on your choice of specialty and service location.

**Note:** You can select more than one (1) option if applicable.

Show emergency referral criteria

#### Minimum Referral Criteria

* Minimum referral criteria	<input type="checkbox"/> Acute obstructed/locked knee (unable to reach full extension) <input type="checkbox"/> Multi ligament knee injury <input type="checkbox"/> Knee pain with post traumatic instability <input type="checkbox"/> Knee pain with effusion <input type="checkbox"/> Unstable patella <input type="checkbox"/> Meniscal injuries (in the absence of locking) <input type="checkbox"/> Functional impairment and/or pain persists despite maximal management <input type="checkbox"/> Request clinical override of minimum referral criteria
-----------------------------	---

Minimum Referral Criteria	
* Minimum referral criteria	<input checked="" type="checkbox"/> Acute obstructed/locked knee (unable to reach full extension) <input type="checkbox"/> Multi ligament knee injury <input type="checkbox"/> Knee pain with post traumatic instability <input type="checkbox"/> Knee pain with effusion <input type="checkbox"/> Unstable patella <input type="checkbox"/> Meniscal injuries (in the absence of locking) <input type="checkbox"/> Functional impairment and/or pain persists despite maximal management <input type="checkbox"/> Request clinical override of minimum referral criteria
CPC Clinical Urgency	<b>This meets the criteria for a public appointment within 30 calendar days</b>

## CPC Clinical Urgency

Based on selected minimum referral criteria the CPC Clinical Urgency field will display information that advises the timeframe for a public appointment

If the CPC Clinical Urgency selected maps to a category 2 (90 days) or category 3 (365 days) a secondary section will appear.

This section asks whether you agree with the proposed timeframe for appointment.

- If you select Yes, continue to the next section
- If you select No, you can provide further information as to why the patient may need to be seen at a more expedited basis.

Minimum Referral Criteria	
* Minimum referral criteria	<input type="checkbox"/> Acute obstructed/locked knee (unable to reach full extension) <input type="checkbox"/> Multi ligament knee injury <input checked="" type="checkbox"/> Knee pain with post traumatic instability <input type="checkbox"/> Knee pain with effusion <input type="checkbox"/> Unstable patella <input type="checkbox"/> Meniscal injuries (in the absence of locking) <input type="checkbox"/> Functional impairment and/or pain persists despite maximal management <input type="checkbox"/> Request clinical override of minimum referral criteria
CPC Clinical Urgency	<b>This meets the criteria for a public appointment within 90 calendar days</b>  <i>For ongoing patient management advice refer to Health Pathways</i>
Do you agree with the suggested time frame for a public appointment <span style="margin-left: 20px;"> <input checked="" type="button" value="Yes"/> <input type="button" value="No"/> </span>	

CPC Clinical Urgency	<b>This meets the criteria for a public appointment within 90 calendar days</b>  <i>For ongoing patient management advice refer to Health Pathways</i>
Do you agree with the suggested time frame for a public appointment <span style="margin-left: 20px;"> <input type="button" value="Yes"/> <input checked="" type="button" value="No"/> </span>	
* Please explain	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>

## History and Examination

This section is where the clinical history for the referral is provided. It is grouped into two (2) sections, essential referral information and additional referral information.

**Note:** Based on the specialty you are referring for, this information may vary. The content of the section will change based on the selected condition and/or specialty, in line with the CPC.

### Essential referral information

- History of related trauma
  - Select Yes or No
- History
  - This is a free text box

### Additional information

Additional information required will appear here.

**History and Examination**

**Essential referral information:**

\* History of related trauma
 

Yes
 No

\* History
 

i

**Additional referral information:**

• Clinical ligament and meniscus test results, if completed
   
 • [Hip and knee questionnaire](#)

**Note:** Hovering over the yellow information iHover icon will display additional information about the field. The information displayed is condition specific.



**History and Examination**

**Essential referral information:**


\* History
 

i
 

Including evolution and duration of symptoms, treatment prescribed (analgesics, physiotherapy), relevant family history associated to this condition i.e. siblings/parents with same condition

## Referral Letter

Additional free text box to provide further information.

Referral Letter	
Referral letter	 <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>

## Pathology and Test Results

Select either of the following links to be taken to the relevant sections where pathology or test results can be attached to the referral

Pathology and Test Results	
Click link to manually select investigations	<a href="#">Go to Investigations</a>
Click link to manually attach investigations	<a href="#">Go to Attachments</a>

## Imaging and Reports

- Essential referral information
  - Based on the specialty you are referring for, this information may vary.
- Additional referral information
  - Based on the specialty you are referring for, this information may vary.
- Imaging performed
  - Based on your selection of imaging performed you may be required to provide further information
- All essential imaging is attached to this referral
  - Select either of the following links to be taken to the relevant sections where pathology or test results can be attached to the referral
  - If other or Request to override essential referral information requirement is selected a free text box will be provided to specify other imaging. For example, the patient does not have an imaging facility close by etc.

**Note:** Accepted file types are: docx, pdf, png, jpg, jpeg, gif, txt, rtf, dcm, dicom, tif, tiff, html, htm, zip  
File size is limited to 5MB per file.

Imaging and Reports	
<b>Essential referral information:</b>	
<ul style="list-style-type: none"> <li>• XR results- knee weight bearing AP, lateral and skyline</li> </ul>	
<b>Additional referral information:</b>	
<ul style="list-style-type: none"> <li>• MRI results for suspected locked knee or significant internal or ligamentous derangement (where available and not cause significant delay)</li> </ul>	
* Imaging performed	<input type="checkbox"/> XR <input type="checkbox"/> MRI <input type="checkbox"/> Other <input type="checkbox"/> Request to override essential referral information requirement
* All essential imaging is attached to this referral	<input type="checkbox"/> Essential imaging attached
Click link to manually select imaging/reports	<a href="#">Go to Investigations</a>
Click link to manually attach imaging/reports	<a href="#">Go to Attachments</a>

* Imaging performed	<input type="checkbox"/> XR <input type="checkbox"/> MRI <input checked="" type="checkbox"/> Other <input type="checkbox"/> Request to override essential referral information requirement
* Please specify other imaging	<input type="text"/>

## Changing the Condition and Specialty

If the Condition and Speciality section is changed, information may be lost depending on whether different fields are required. The following notification will be displayed in the event that the Condition and Speciality section is changed.

Specialty/Condition information may be lost	
Changing specialty/condition will result in a new condition specific clinical information form. Information from the existing form may not be retained.	
Are you sure you want to change the current specialty?	
<div> <input type="button" value="Keep specialty"/> <input type="button" value="Change specialty"/> </div>	

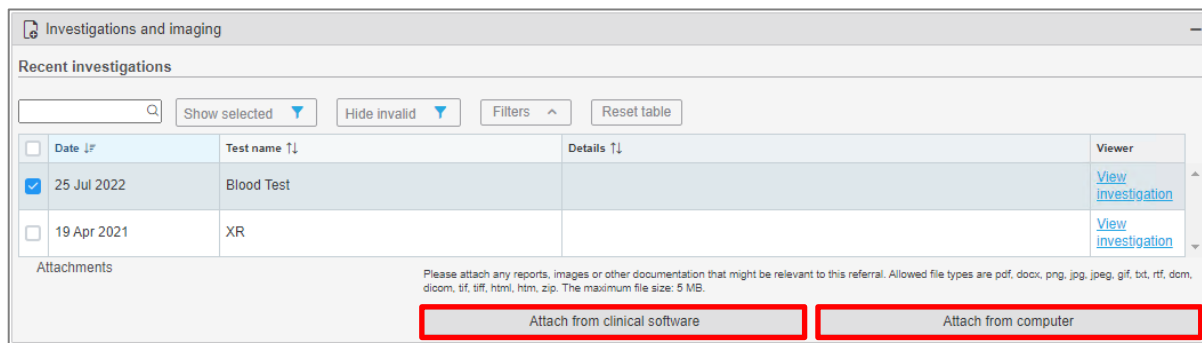
If you wish to keep the condition and specialty information provided, choose the 'Keep specialty' button. If you wish to progress with editing the condition and specialty choose the 'Change specialty' button. Following changing the condition or specialty, fields may have changed within the Condition Specific Clinical Information section.

**Note:** The Referral Letter, History and Examination field will be retained where the equivalent field is available in the newly selected form.

## Investigations and Imaging section

### Recent investigations

In this section you can attach a range of documentation from your patient's chart, either from the clinical software or from the computer.



**Investigations and imaging**

Recent investigations

Search:  Show selected  Hide invalid  Filters  Reset table

<input type="checkbox"/>	Date ↑↓	Test name ↑↓	Details ↑↓	Viewer
<input checked="" type="checkbox"/>	25 Jul 2022	Blood Test		<a href="#">View investigation</a>
<input type="checkbox"/>	19 Apr 2021	XR		<a href="#">View investigation</a>

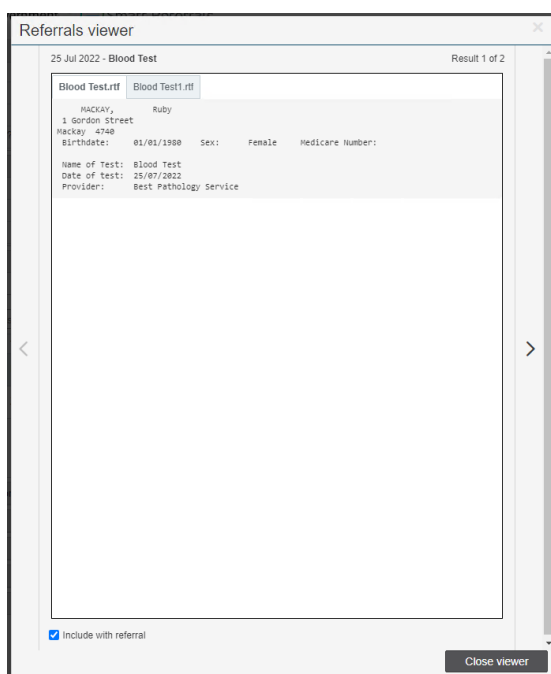
Attachments

Please attach any reports, images or other documentation that might be relevant to this referral. Allowed file types are pdf, docx, png, jpg, jpeg, gif, txt, rtf, doc, diacom, tif, tiff, html, htm, zip. The maximum file size is 5 MB.

**Note:** Use the checkbox on the left-hand side of each investigation to attach it to the request.

### Using the viewer

- Investigations can be previewed by using the 'View Investigation' button to the right of each investigation.
- While viewing, the investigation can be selected using the 'Include with referral' checkbox on the bottom left-hand side of the viewer window.
- Close the viewer window by selecting the 'Close viewer' button



**Referrals viewer**

25 Jul 2022 - Blood Test Result 1 of 2

Blood Test.rtf Blood Test1.rtf

HACKAY, Ruby  
1 Gordon Street  
Hackney 4740  
Birthdate: 01/01/1980 Sex: Female Medicare Number:

Name of Test: Blood Test  
Date of test: 25/07/2022  
Provider: Best Pathology Service

☒ Include with referral

### Attach from clinical software

- The attach from clinical software button opens a window, which allows the user to select files from the clinical software.
- Select items using the checkbox to the left-hand side of the file and click the update attachments button to add it to the referral.

#### Attach from clinical software

Please select the files that are applicable to this referral.

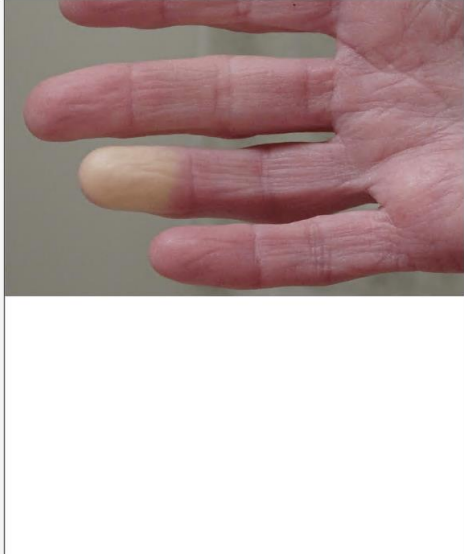
<input type="checkbox"/>	Date	File	Details	Viewer
<input type="checkbox"/>	08 Aug 2022	QH Withdrawal Letter - QH Withdrawal Letter.pdf		<a href="#">View file</a>
<input type="checkbox"/>	25 Jul 2022	eReferral_Mackay_Audiology from Dr Frederick Findacure.pdf		<a href="#">View file</a>
<input type="checkbox"/>	25 Jul 2022	eReferral_Mackay_Orthopaedics from Dr Frederick Findacure.pdf		<a href="#">View file</a>
<input type="checkbox"/>	25 Jul 2022	eReferral_Mackay_Orthopaedics from Dr Frederick Findacure.pdf		<a href="#">View file</a>
<input checked="" type="checkbox"/>	25 Jul 2022	Hand Xray.jpg		<a href="#">View file</a>
<input type="checkbox"/>	22 Jul 2022	eReferral_Mackay_Audiology from Dr Frederick Findacure.pdf		<a href="#">View file</a>
<input type="checkbox"/>	22 Jul 2022	eReferral_Mackay_Audiology from Dr Frederick Findacure.pdf		<a href="#">View file</a>

Cancel changes
Update attachments

- Use the 'View file' button to the right-hand side of the file to open the viewer window.
- While viewing, the file can be selected using the 'Include with referral' checkbox on the bottom left-hand side of the viewer window.
- Close the viewer window by selecting the 'Close viewer' button

#### Referrals viewer

25 Jul 2022 - Hand Xray.jpg Result 43 of 71



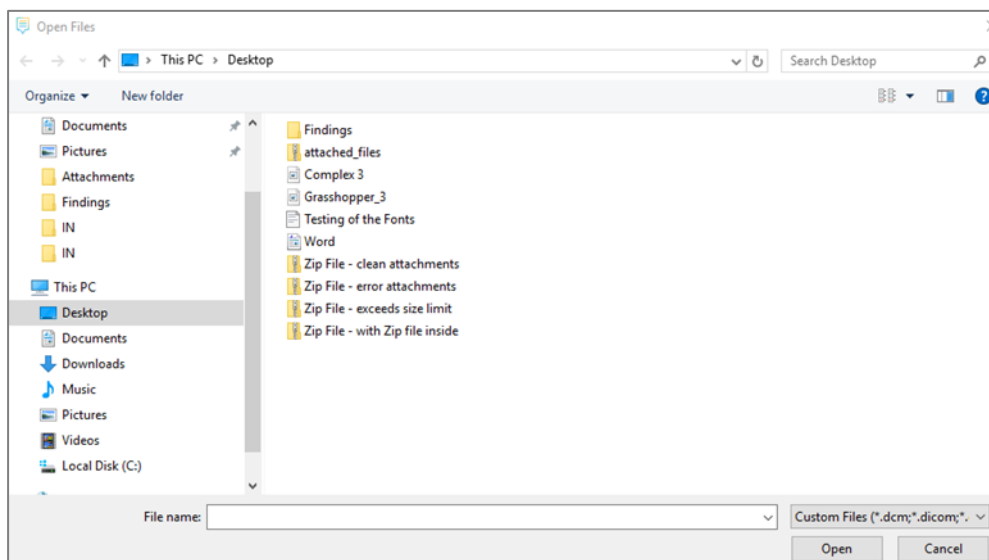
☒ Include with referral

Close viewer



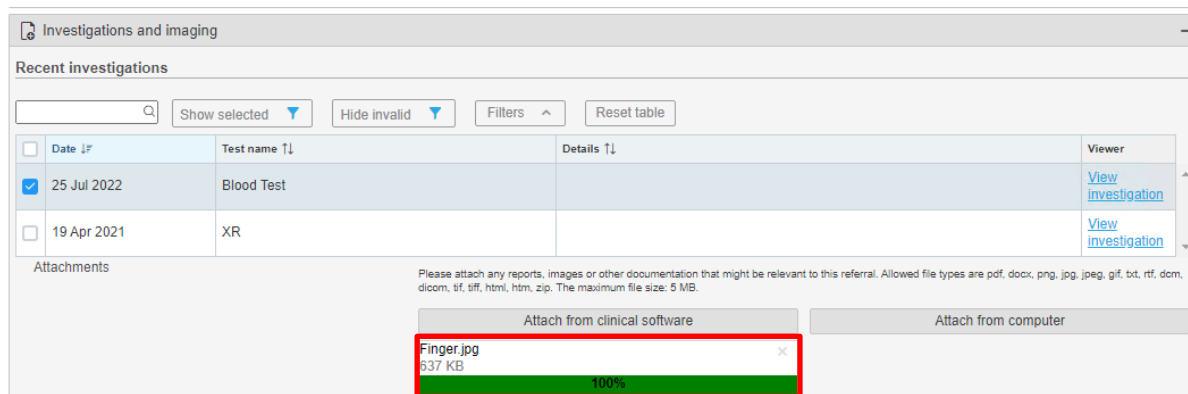
## Attach from computer

- The attach from computer button opens a file explorer window for navigating files within the computer such as desktop.
- Select item and click the open button.



## Upload notifications


- The selected files from clinical software or computer will be displayed with a green 100% upload notification if uploaded successfully





## Standard Clinical Information section

All sections within Standard Clinical Information have filters that can be used to sort and identify patient information.

**Note:** Orange padlock symbols denote 'read only' in Smart Referrals. If you require changes in this section, these must be made in the patient's file in the PMS 

To update information, which is listed as 'Read only', the changes need to be made in the patient's file in the practice management system. After making the changes in the patient's file, return to the GP Smart Referrals window and click 'Refresh content' to trigger the updated information to refresh in the referral.

Refresh content

## Allergies/ adverse reactions

Allergies and adverse reaction information pulls from the patient file.

Standard clinical information			
Allergies/adverse reactions			
<input type="text"/> <input type="button" value="Filters"/> <input type="button" value="Reset table"/>			
<input checked="" type="checkbox"/>	Date identified ↓↑	Substance ↑↓	Reaction ↑↓
<input checked="" type="checkbox"/>	27 Jul 2021	Penicillin	Anaphylaxis
<input checked="" type="checkbox"/>	20 Feb 2019	Dairy products	Rash

If no allergies or adverse reactions are recorded in the patient chart the following notification is displayed.

Standard clinical information	
Allergies/adverse reactions	
If the patient has no known adverse reactions please update their patient record and refresh this referral.	

If the patient has no known allergies or adverse reactions recorded in their chart the following notification is displayed.

Standard clinical information	
Allergies/adverse reactions	
No known adverse reactions	

## Medical history

- Information pulls from patient file, select items to include

Medical history			
<input type="text"/> <input type="button" value="Show selected"/> <input type="button" value="Filters"/> <input type="button" value="Reset table"/>			
<input checked="" type="checkbox"/>	Date ↓↑	Condition ↑↓	Description ↑↓
<input checked="" type="checkbox"/>	31 May 2021	Ankylosing spondylitis	
<input checked="" type="checkbox"/>	21 Feb 2019	Rash	Due to infant formula containing dairy.

If the patient has no known medical history or their medical history is unavailable the following notification is displayed.

Medical history	
No medical history on record	
* Reason medical history excluded	<input type="radio"/> No known medical history <input type="radio"/> Medical history unavailable

## Current medications and Past prescriptions

- Information pulls from patient file in the practice management software, select items to include

Current medications						
<input checked="" type="checkbox"/> Reason medication excluded <input type="checkbox"/> None of the current medications are relevant to the referral						
<input type="text"/> <input type="button" value="Show selected"/> <input type="button" value="Filters"/> <input type="button" value="Reset table"/>						
<input checked="" type="checkbox"/>	Start date ↓↑	Drug details ↑↓	Dose ↑↓	Strength ↑↓	Frequency ↑↓	Indication ↑↓
<input checked="" type="checkbox"/>	19 Apr 2021	Diazepam 2mg Tablet	1	2mg	3 monthly	0
Past prescriptions						
<input type="text"/> <input type="button" value="Show selected"/> <input type="button" value="Hide older"/> <input checked="" type="checkbox"/> <input type="button" value="Filters"/> <input type="button" value="Reset table"/>						
<input type="checkbox"/>	Start date ↓↑	Drug details ↑↓	Dose ↑↓	Strength ↑↓	Frequency ↑↓	Indication ↑↓
Search returned no results						

## Progress Notes

- View progress notes from the patient's file in practice management software, select items to include

Progress notes

Show selected

Filters

Reset table

<input type="checkbox"/>	Date ↕	Reason for visit ↑↓	Details	Viewer
<input type="checkbox"/>	13 Sep 2021	URTI	Reason for visit: URTI	<a href="#">Read note</a>
<input type="checkbox"/>	27 Jan 2012	Throat pain	Reason for visit: Throat pain Diagnosis: Throat pain Actions:	<a href="#">Read note</a>

- Progress notes can be viewed using the 'Read note' button on the right-hand side of the note table.
- While viewing, the progress notes can be selected using the 'Include with referral' checkbox on the bottom left-hand side of the viewer window.
- Close the viewer window by selecting the 'Close viewer' button

Referrals viewer

13 Oct 2011 - Diabetes Mellitus, Type 2

Result 8 of 20

Patient presented with nausea, complains of headaches. Slight yellow discolouration in face and skin.

History:  
General:  
Lethargy. No malaise. No fevers. No recent overseas travel. Nausea. No giddiness. No anorexia. No weight loss. Weight gain.

Examination:  
General:  
BP (sitting): 130/90  
BP (standing): 135/93  
Temperature: 35 Oral  
Height: 184cm  
Weight: 115kg  
BMI: 34.0  
BSL: 8.7mmol/l Non-fasting  
Waist: 87cm  
Hips: 94cm

Reason for visit:  
Diabetes Mellitus, Type 2

Actions:  
Request printed to Best Pathology Service: HDL Cholesterol; HbA1c; Blood Group.

☐ Include with referral

Close viewer

## Immunisations

- Information pulls from patient file in the practice management software, select items to include

Immunisations		
<input type="text"/>	<input type="button" value="Show selected"/>	<input type="button" value="Filters"/> <input type="button" value="Reset table"/>
<input checked="" type="checkbox"/>	Date ↓↑	Vaccine ↑↓
<input checked="" type="checkbox"/>	15 Sep 2018	Hepatitis B

If the patient has no immunisations recorded on their patient chart in the practice management system, the following information is displayed

Immunisations	
No immunisations on record	
* Reason immunisations excluded	<input type="radio"/> No known immunisations <input type="radio"/> Immunisations history unavailable

You are required to select from the options of 'No known immunisations' or 'Immunisations history unavailable' where the patient has no immunisations recorded.

## Observations

- Observations in this section are 'read only'. If you wish to amend this information you are required to go into the patient file in the practice management software and update accordingly.

Observations	
Height	178 cm (31 May 2021)
Weight	85 kg (31 May 2021)
BMI (kg/m <sup>2</sup> )	26.8 (31 May 2021)
Blood pressure	118/68 (31 May 2021)


## Family history

- Information pulls from patient file in the practice management software, select items to include. This is a free text box.

Family history	
Family history summary	<div>Mother: Alive</div> <div>Father: Alive</div>

## Smoking status

- Smoking status in this section is 'read only' and cannot be amended. If you wish to amend this information you are required to go into the patient file in the practice management software and update accordingly.

Smoking status	
 Smoking status	Never Smoked.

## Alcohol consumption


- Note any alcohol consumption for the patient. This is a free text box prepopulated by PMS but can be edited and updated within the form

Alcohol consumption	
Alcohol consumption	Usually drinks 7 drinks 3 days per week.

## Patient Information section

This information is populated from the patient file in the practice management software.

Patient information	
 Patient IHI	Please update IHI number in your Clinical Software
 Name	Mast. Andrew Brown
 Date of birth	30 Jun 1993 (29)
 Gender	Female
 Indigenous status	Aboriginal but not Torres Strait Islander
 Occupation	Farm Overseer
 Patient's contact details	
Does patient consent to email or SMS contact or both?	<input type="button" value="Email"/> <input type="button" value="SMS"/> <input type="button" value="Email and SMS"/> <input type="button" value="Neither"/>

**Note:** Orange padlock symbols denote 'read only' in Smart Referrals. If you require changes in this section, these must be made in the patient's file in the PMS 

To update information which is listed as 'Read only', the changes need to be made in the patient's file in the practice management system. After making the changes in the patient's file, return to the GP Smart Referrals window and click 'Refresh content' to trigger the updated information to refresh in the referral.

## Does the patient consent to email or SMS contact or both?

- Select the most appropriate response as advised by the patient

## Interpreter required

- Select the most appropriate response as advised by the patient

## Overseas visitor

- Select the most appropriate response as advised by the patient

Interpreter required	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Overseas visitor	<input type="button" value="Yes"/>	<input type="button" value="No"/>

## Alternative Contact/Carer details

This section is to advise if the patient has an alternative contact or carer and their details if applicable.

### Does the patient have a carer?

- Select the most appropriate response

### Has Advanced care plan?

- Select the most appropriate response


### Has Enduring Power of Attorney?

- Select the most appropriate response

Alternative Contact/ Carer Details	
Name	<input type="text"/>
Relationship	<input type="text" value="Please select"/>
Phone number	<input type="text"/>
Mobile number	<input type="text"/>
Does the patient have a carer?	<input type="button" value="Yes"/> <input type="button" value="No"/>
Please ensure carer details are current	
Has Advance care plan?	<input type="button" value="Yes"/> <input type="button" value="No"/>
Has Enduring Power of Attorney?	<input type="button" value="Yes"/> <input type="button" value="No"/>

## Insurance information section

This information is populated from the patient file in the practice management software.

**Note:** Orange padlock symbols denote 'read only' in Smart Referrals. If you require changes in this section, these must be made in the patient's file in the PMS 




To update information which is listed as 'Read only', the changes need to be made in the patient's file in the practice management system. After making the changes in the patient's file, return to the GP Smart Referrals window and click 'Refresh content' to trigger the updated information to refresh in the referral.

Refresh content

## Health insurance/ third party compensable


Health fund information is populated from the patient file in the practice management software

- Health fund expiry
  - Update information as provided by the patient
- Is this a work cover claim?
  - Update information accordingly
- Is this a third party insurance claim?
  - Update information accordingly

Health insurance/third party compensable	
 Health fund	Bupa
 Health fund no.	123456789
Health fund expiry	26 Oct 2019 
Is this a work cover claim?	Yes No
Is this a third party insurance claim?	Yes No

## Referring GPs information section

This information is populated from the practice management software based on the active individual login details within the practice software.

Referring GP's information	
 Name	Dr Fred Findacure
 Provider number	2426621B
 HPI-I	8003611834178620
 Practice details	

## Supporting Documentation section

You can attach any additional supporting documentation if required in this section.

Supporting documentation

Attachments

Please attach any reports, images or other documentation that might be relevant to this referral. Allowed file types are pdf, docx, png, jpg, jpeg, gif, txt, rtf, dcm, dicom, tif, tiff, html, htm, zip. The maximum file size: 5 MB.

Attach from clinical software

Attach from computer

**Note:** Accepted file types are: docx, pdf, png, jpg, jpeg, gif, txt, rtf, dcm, dicom, tif, tiff, html, htm, zip  
File size is limited to 5MB per file.

### Attach from clinical software

- The attach from clinical software button opens a window which allows the user to select files from the clinical software.
- Select items and click the update attachments button.

Attach from clinical software

Please select the files that are applicable to this referral.

<input type="checkbox"/>	Date	File	Details	Viewer
<input checked="" type="checkbox"/>	27 Jul 2022	eReferral_Darling Downs_Orthopaedics from Dr Fred Findacure.pdf		<a href="#">View file</a>
<input type="checkbox"/>	30 Jun 2022	eReferral_Darling Downs_Respiratory from Dr Fred Findacure.pdf		<a href="#">View file</a>
<input type="checkbox"/>	30 Jun 2022	eReferral_Darling Downs_Respiratory from Dr Fred Findacure.pdf		<a href="#">View file</a>
<input type="checkbox"/>	29 Jun 2022	eReferral_Darling Downs_Respiratory from Dr Fred Findacure.pdf		<a href="#">View file</a>
<input type="checkbox"/>	21 Jun 2022	eReferral_Darling Downs_Endocrinology from Dr Fred Findacure.pdf		<a href="#">View file</a>
<input type="checkbox"/>	21 Jun 2022	eReferral_Darling Downs_Endocrinology from Dr Fred Findacure.pdf		<a href="#">View file</a>
<input type="checkbox"/>	16 Jun 2022	eReferral_Darling Downs_Midwifery and		<a href="#">View</a>

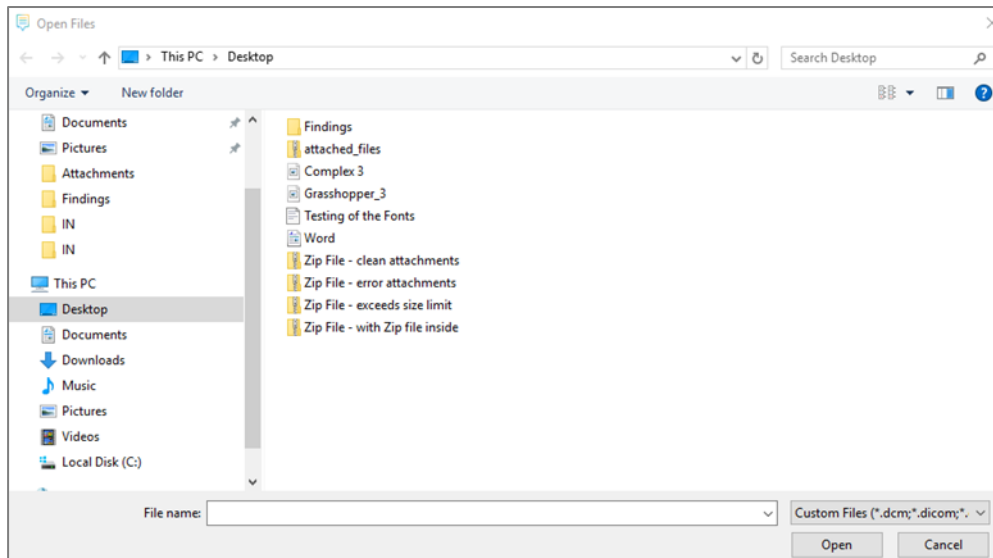
Cancel changes

Update attachments

### Attach from computer

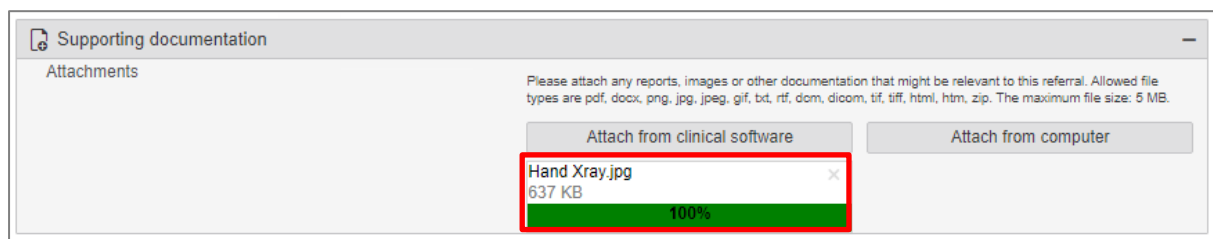
- The attach from computer button opens a file explorer window for navigating files within the computer such as desktop.
- Select item and click the open button.





## Upload notifications

- The selected files from clinical software or computer will be displayed with a green 100% upload notification if uploaded successfully



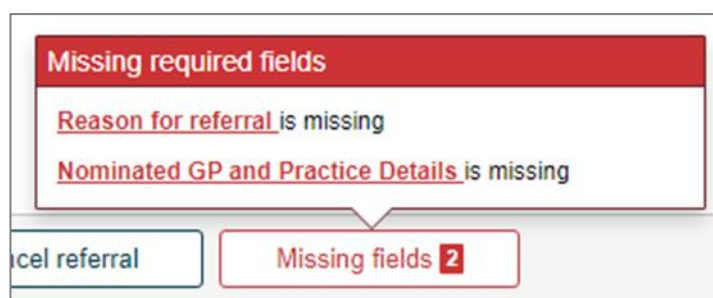
## Referral Control Buttons

There are four (4) buttons located in the footer that control the request form, these are as follows.

### Missing Required Fields

Missing fields area list of all the incomplete required fields that need to be complete before submitting the referral or request. The number in the button indicates how many fields need to be completed. The submit button will remain disabled until all missing fields are complete.

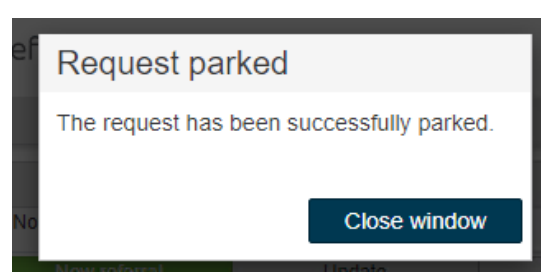
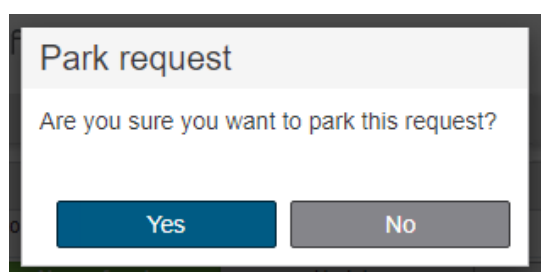
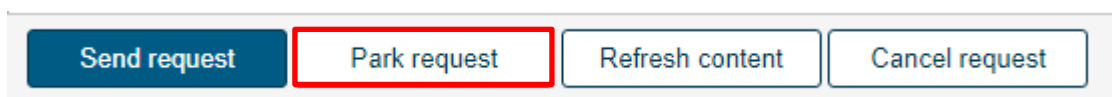
Click the missing fields button to show a list of missing fields that need to be completed before submitting the referral or request. Click on the title to navigate to the field. When all fields are completed, the missing fields button will disappear and the submit button enabled.



### Park Request


This saves the request for later. For example, you may be waiting on a document or mandatory results before submitting the request, so you can park the request until the document arrives, then you can attach the document and submit the request.

A confirmation pop-up will display asking you to confirm that you wish to park the request. Parked requests will be moved to the Parked requests tab.

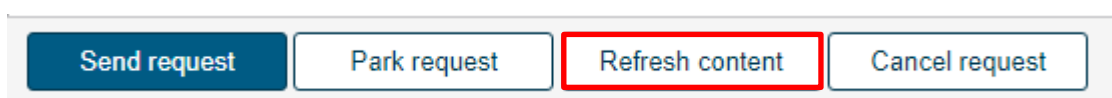


## Refresh Content

Refresh content updates the Smart Referral with the most recent data from the clinical software. For example, if a blood pressure reading was added in the clinical software while GP Smart Referrals is open, clicking refresh extracts the new blood pressure value.

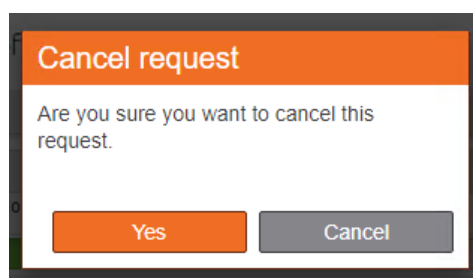
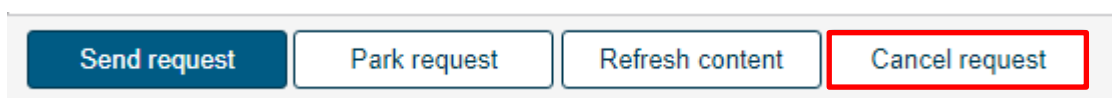
**Note:** Orange padlock symbols denote 'read only' in Smart Referrals. If you require changes in this section, these must be made in the patient's file in the PMS 

To update information which is listed as 'Read only', the changes need to be made in the patient's file in the practice management system. After making the changes in the patient's file, return to the GP Smart Referrals window and click 'Refresh content' to trigger the updated information to refresh in the referral.



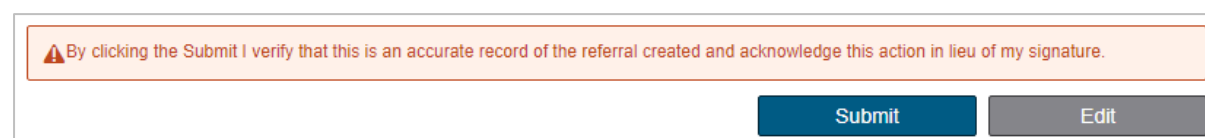
## Cancel Request

Cancelling a request will discard all information entered. A confirmation pop-up will be shown asking you to confirm that you want to discard the request.



## Submit Request

Once all information is completed, the submit button will be enabled. Clicking submit opens a preview of the information that will be sent with the request.



## Writeback

When a referral or request is submitted, a PDF copy is generated and written back into the clinical software.

**Note:** For Medical Director this is available immediately. For Best Practice, the patient chart needs to be closed and the write back is available when returning to that patient chart.

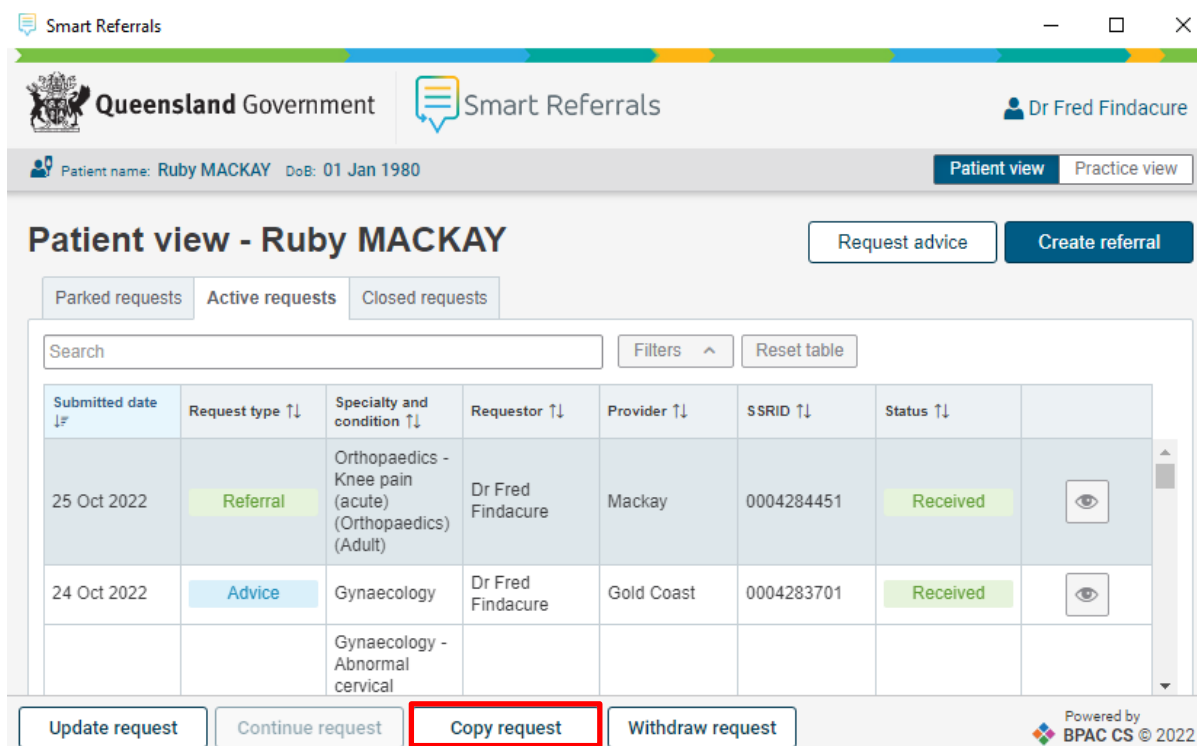
## Copying an Existing Request

You can leverage existing referrals or requests (parked, submitted and/or closed) to copy and retain information for inclusion in a new referral. This includes referrals that have been declined.

**Note:** Additional information can be added to the new referral. The new referral will be issued with a new Statewide Service Request Identifier (SSRID) and submission date once finalised and submitted by the GP.

## Copy Request

- Select the request you would like to copy information from and click the 'Copy' button.



Smart Referrals

Queensland Government Smart Referrals Dr Fred Findacure

Patient name: Ruby MACKAY DoB: 01 Jan 1980 Patient view Practice view

**Patient view - Ruby MACKAY** Request advice Create referral

Parked requests Active requests Closed requests

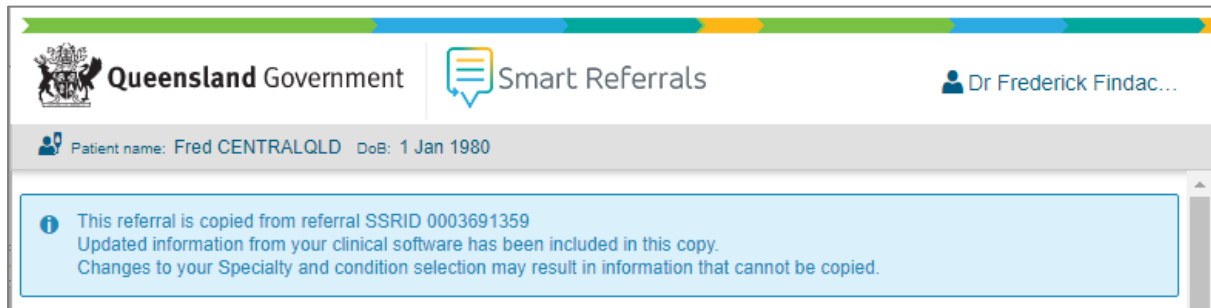
Search Filters Reset table

Submitted date	Request type	Specialty and condition	Requestor	Provider	SSRID	Status	
25 Oct 2022	Referral	Orthopaedics - Knee pain (acute) (Orthopaedics) (Adult)	Dr Fred Findacure	Mackay	0004284451	Received	
24 Oct 2022	Advice	Gynaecology	Dr Fred Findacure	Gold Coast	0004283701	Received	
		Gynaecology - Abnormal cervical					

Update request Continue request **Copy request** Withdraw request

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- A notification banner will show to advise that the new referral or request is being created as a copy of the existing referral or request including the existing SSRID



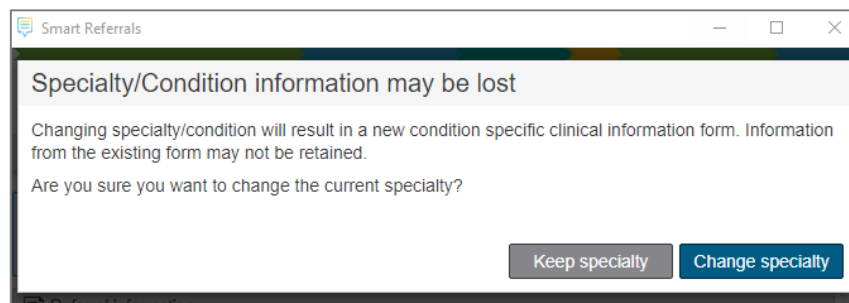
Queensland Government | Smart Referrals | Dr Frederick Findac...

Patient name: Fred CENTRALQLD DoB: 1 Jan 1980

**i** This referral is copied from referral SSRID 0003691359  
Updated information from your clinical software has been included in this copy.  
Changes to your Specialty and condition selection may result in information that cannot be copied.

**Note:** Making changes to the specialty and condition selection may result in information that cannot be retained. Check all sections of the new referral prior to submission to ensure that only items relevant to the new condition are included.

- The system will produce a warning notification if the condition or specialty is changed asking the user to confirm whether to 'Keep specialty' or 'Change specialty'



Smart Referrals

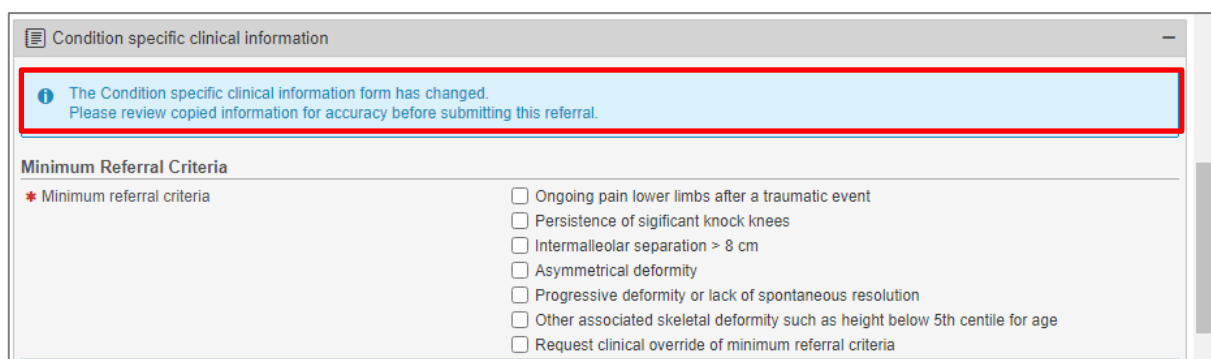
**Specialty/Condition information may be lost**

Changing specialty/condition will result in a new condition specific clinical information form. Information from the existing form may not be retained.

Are you sure you want to change the current specialty?

Keep specialty | Change specialty

- A notification banner will show to advise that condition specific clinical information form has changed following a change in specialty



Condition specific clinical information

**i** The Condition specific clinical information form has changed.  
Please review copied information for accuracy before submitting this referral.

**Minimum Referral Criteria**

★ Minimum referral criteria

- ☐ Ongoing pain lower limbs after a traumatic event
- ☐ Persistence of significant knock knees
- ☐ Intermalleolar separation > 8 cm
- ☐ Asymmetrical deformity
- ☐ Progressive deformity or lack of spontaneous resolution
- ☐ Other associated skeletal deformity such as height below 5th centile for age
- ☐ Request clinical override of minimum referral criteria

**Note:** Referral Letter, History and Examination field will retain across all forms, where an equivalent field exists on the newly selected form.

- Once the necessary information has been entered into the new referral or request it can be 'parked' or 'submitted'.

- When submitted, the new referral SSRID matching the new date will be shown in the request list.

Smart Referrals


Queensland Government Smart Referrals Dr Fred Findacure

Patient name: Ruby MACKAY DoB: 01 Jan 1980 Patient view Practice view

**Patient view - Ruby MACKAY** Request advice Create referral

Parked requests Active requests Closed requests

Search Filters Reset table

Submitted date ↓↑	Request type ↑↓	Specialty and condition ↑↓	Requestor ↑↓	Provider ↑↓	SSRID ↑↓	Status ↑↓	
25 Oct 2022	Referral	Gynaecology - Abnormal cervical screening / cervical dysplasia / abnormal cervix (Gynaecology) (Adult)	Dr Fred Findacure	Mackay	0004284477	Received	
		Orthopaedics -					

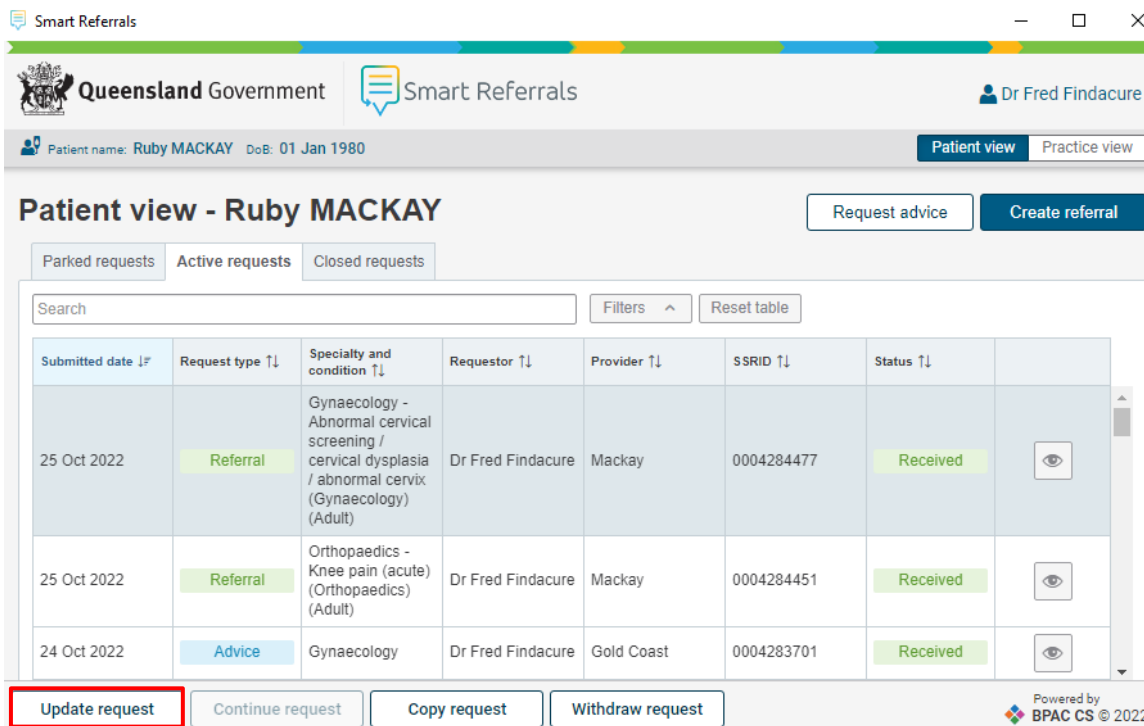
Update request Continue request Copy request Withdraw request

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## Updating a Referral

If you wish to make an update to an existing referral:

- Selecting update will open a version of the original request with addition of 'Request action' and 'Request history'



Smart Referrals

Queensland Government Smart Referrals Dr Fred Findacure

Patient name: Ruby MACKAY DoB: 01 Jan 1980 Patient view Practice view

### Patient view - Ruby MACKAY

Request advice Create referral

Parked requests Active requests Closed requests

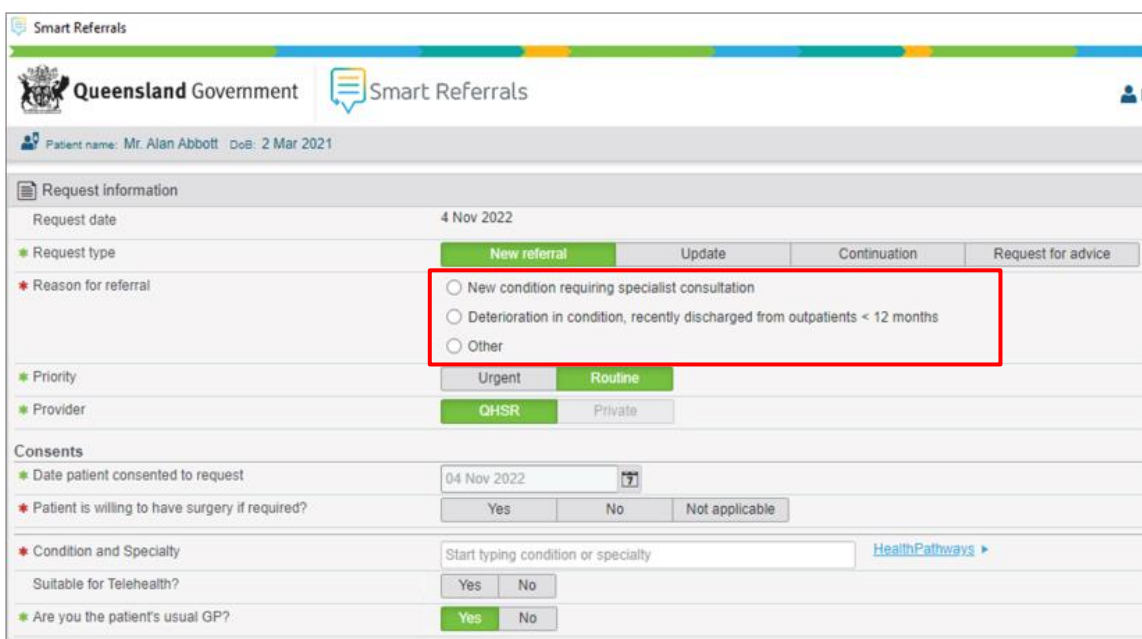
Search Filters Reset table

Submitted date	Request type	Specialty and condition	Requestor	Provider	SSRID	Status	
25 Oct 2022	Referral	Gynaecology - Abnormal cervical screening / cervical dysplasia / abnormal cervix (Gynaecology) (Adult)	Dr Fred Findacure	Mackay	0004284477	Received	
25 Oct 2022	Referral	Orthopaedics - Knee pain (acute) (Orthopaedics) (Adult)	Dr Fred Findacure	Mackay	0004284451	Received	
24 Oct 2022	Advice	Gynaecology	Dr Fred Findacure	Gold Coast	0004283701	Received	

Update request Continue request Copy request Withdraw request

Powered by BPAC CS © 2022

- When updating referral, you must select reason for update and provide additional information as required.



Smart Referrals

Queensland Government Smart Referrals Dr

Patient name: Mr. Alan Abbott DoB: 2 Mar 2021

### Request information

Request date 4 Nov 2022

Request type New referral Update Continuation Request for advice

Reason for referral

- ☐ New condition requiring specialist consultation
- ☐ Deterioration in condition, recently discharged from outpatients < 12 months
- ☐ Other

Priority Urgent Routine

Provider QHSR Private

### Consents

Date patient consented to request 04 Nov 2022

Patient is willing to have surgery if required? Yes No Not applicable

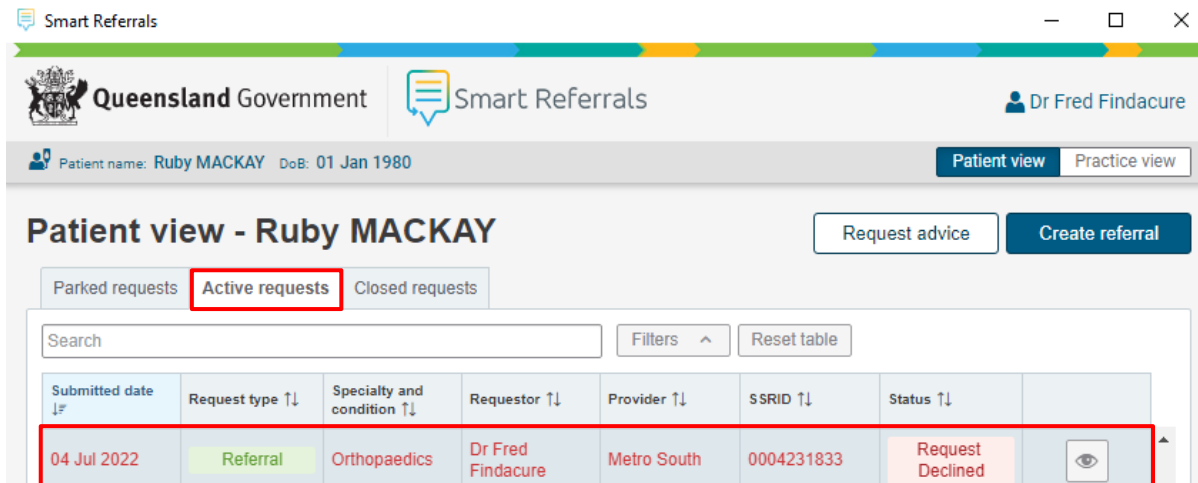
Condition and Specialty Start typing condition or specialty HealthPathways

Suitable for Telehealth? Yes No


Are you the patient's usual GP? Yes No

## Declined Referrals

Where a referral has been declined by the Hospital and Health Service, the referral status will show as 'Request Declined' in the active request list status with corresponding red text for the row.



The screenshot shows the 'Smart Referrals' interface for a patient named Ruby MACKAY. The 'Active requests' tab is selected. A table lists the active requests, with one row highlighted in red, indicating a 'Request Declined' status.

Submitted date	Request type	Specialty and condition	Requestor	Provider	SSRID	Status	
04 Jul 2022	Referral	Orthopaedics	Dr Fred Findacure	Metro South	0004231833	Request Declined	

There are two (2) options following a request being declined by the Hospital and Health Service:

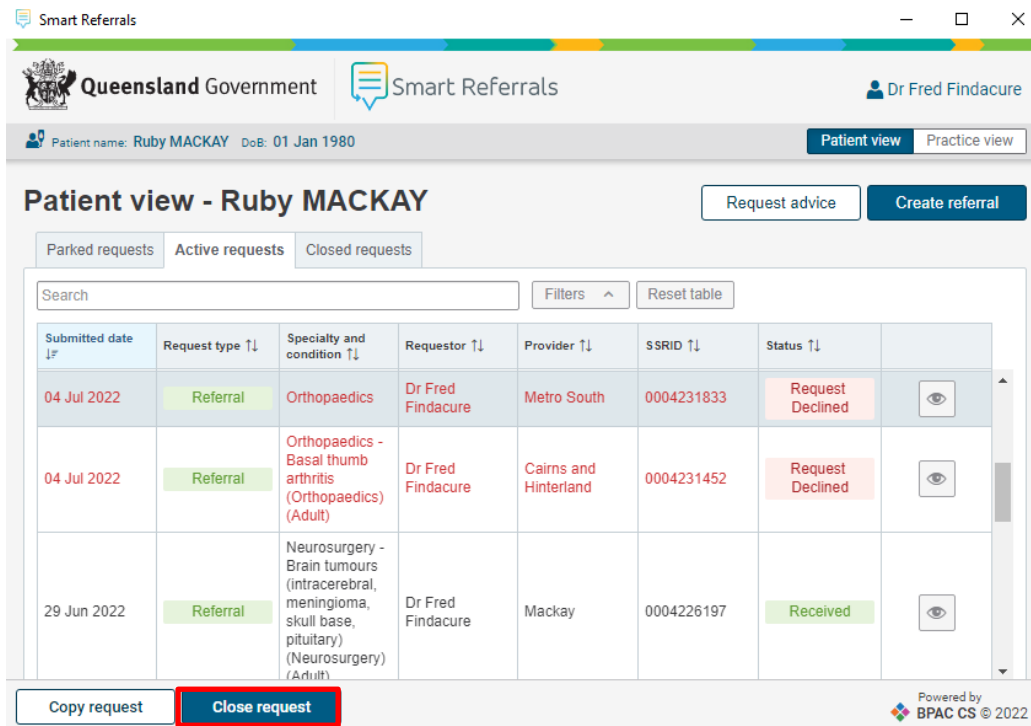
- Create a new request leveraging the information in the declined request using the 'Copy Request' button.
- Close the request and move it to the closed request list using the 'Close request' button.

**Note:** Please see page 37 for information on copying existing referrals



## Closing a Request

Select the request from the active request list and click the 'Close request' button.



Smart Referrals

Queensland Government Smart Referrals Dr Fred Findacure

Patient name: Ruby MACKAY DoB: 01 Jan 1980 Patient view Practice view

Patient view - Ruby MACKAY Request advice Create referral

Parked requests Active requests Closed requests

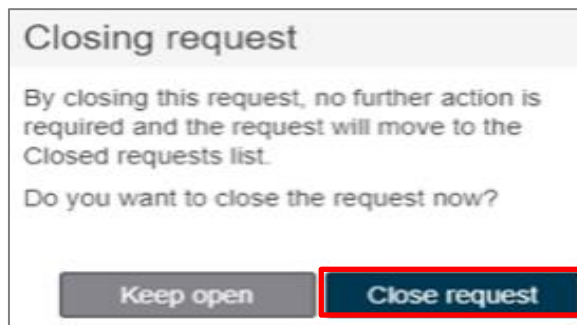
Search Filters Reset table

Submitted date ↓↑	Request type ↓↑	Specialty and condition ↓↑	Requestor ↓↑	Provider ↓↑	SSRID ↓↑	Status ↓↑	
04 Jul 2022	Referral	Orthopaedics	Dr Fred Findacure	Metro South	0004231833	Request Declined	
04 Jul 2022	Referral	Orthopaedics - Basal thumb arthritis (Orthopaedics) (Adult)	Dr Fred Findacure	Cairns and Hinterland	0004231452	Request Declined	
29 Jun 2022	Referral	Neurosurgery - Brain tumours (intracerebral, meningioma, skull base, pituitary) (Neurosurgery) (Adult)	Dr Fred Findacure	Mackay	0004226197	Received	

Copy request Close request

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Upon selection of the 'Close request' button, you will be prompted with a warning notification. If you wish to continue with closing the request, choose the 'Close request' button.



**Closing request**

By closing this request, no further action is required and the request will move to the Closed requests list.

Do you want to close the request now?

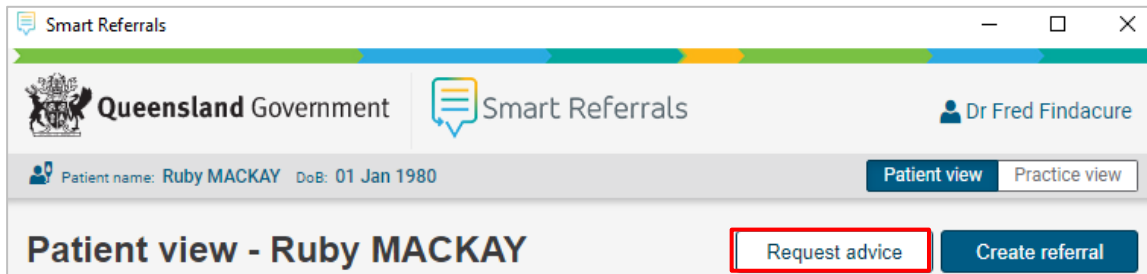
Keep open Close request

**Note:** Choosing the 'Keep open' button will return you to the request list and not perform any action against the request.

After selecting the 'Close request' button the request will move to the closed request list. The option to view copy the request is still available from the closed requests list.

## Creating a New Request for Advice

To create a new Request for Advice (RFA), click the request advice button. This will launch the form for creating an RFA.



Smart Referrals

Queensland Government Smart Referrals Dr Fred Findacure

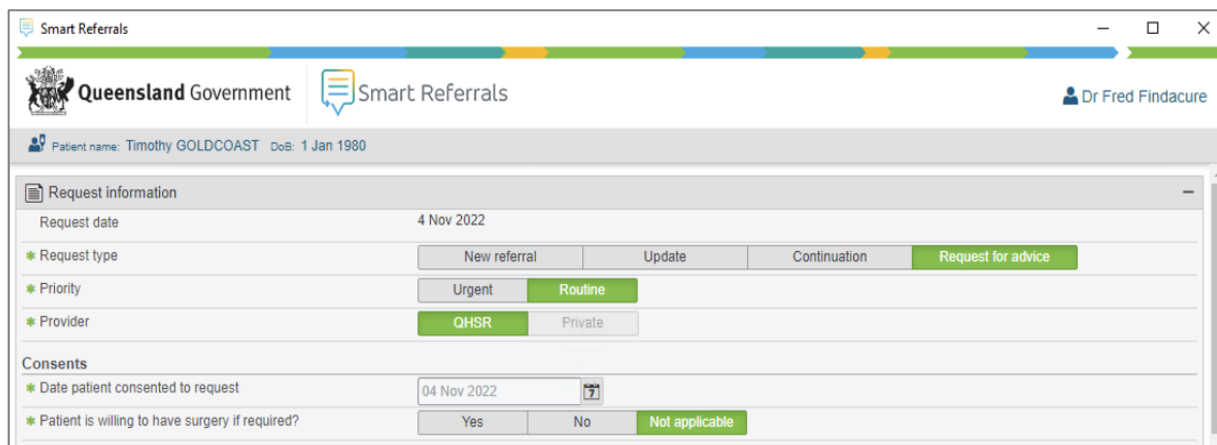
Patient name: Ruby MACKAY DoB: 01 Jan 1980 Patient view Practice view

**Patient view - Ruby MACKAY** Request advice Create referral

### Request for Advice Form

A RFA is created on a similar form to a referral. The following default values will be pre-selected on the form when the Request Advice button is chosen:

- Request type will be set to Request for advice
- Priority will be set to Routine
- Provider will default to QHSR
- The default for 'Patient willing to have surgery' will be 'Not applicable'
- The default for 'Suitable for telehealth?' will be 'No'.
- The default for 'Are you the patient's usual GP?' will be 'Yes'



Smart Referrals

Queensland Government Smart Referrals Dr Fred Findacure

Patient name: Timothy GOLDCOAST DoB: 1 Jan 1980

**Request information**

Request date: 4 Nov 2022

\* Request type: New referral Update Continuation **Request for advice**

\* Priority: Urgent **Routine**

\* Provider: **QHSR** Private

**Consents**

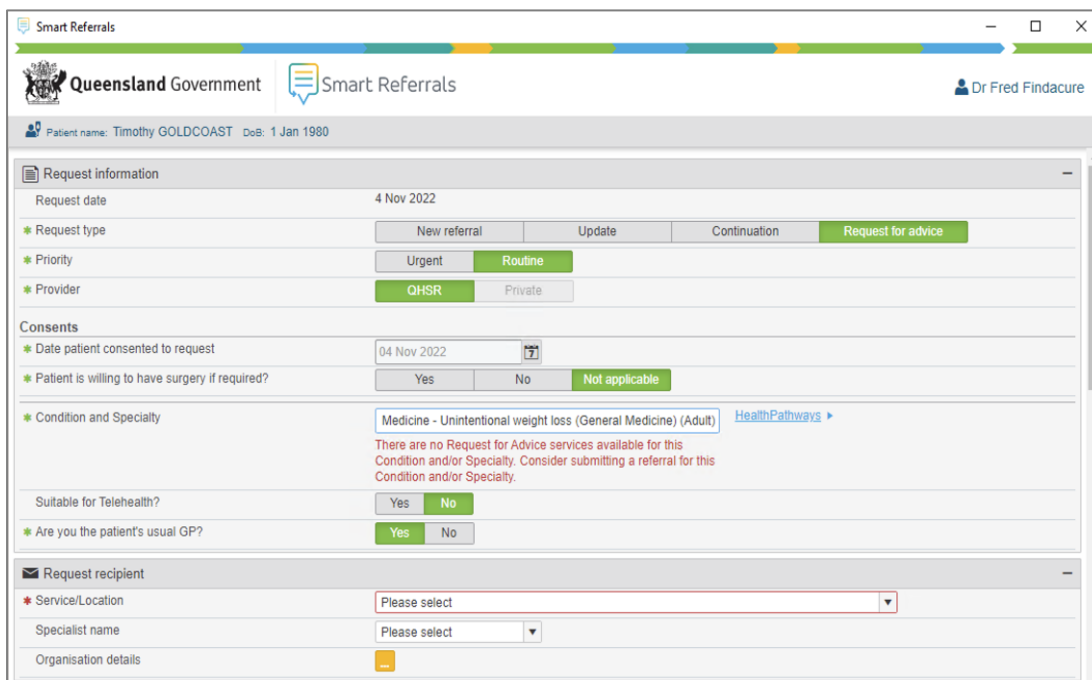
\* Date patient consented to request: 04 Nov 2022

\* Patient is willing to have surgery if required? Yes No **Not applicable**


## Choosing a Condition and specialty

The functionality for Condition and Speciality field in the request template remains unchanged from how it functions for referrals. The user is able to enter the required condition or speciality in the field and select from the list of clinical disciplines and conditions.

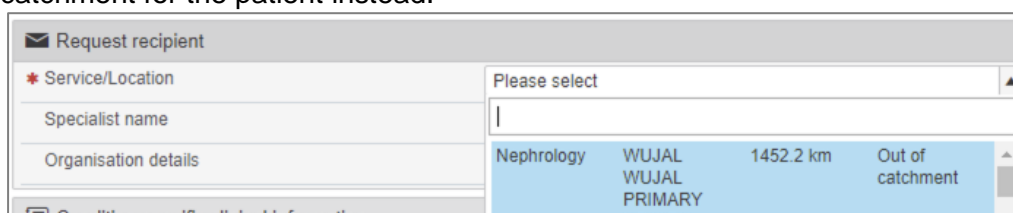
**Note:** A message stating that there are no RFA services available for this condition/specialty. Consider submitting a referral for this condition and or specialty will be displayed when the user tries to select a Service location for the RFA and there are no services available that offer RFA for that selected condition/specialty.



The following notification will display if there are no services available for the selected condition/specialty:



If there are no in-catchment services that offer Request for Advice, the Service will show as 'Out of Catchment'. It is recommended that a referral be created to an appropriate service within catchment for the patient instead.

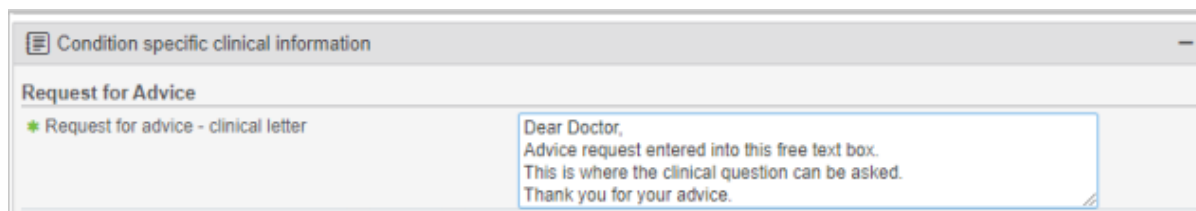


Service/Location	Specialist name	Organisation details	Distance	Catchment Status
Nephrology	WUJAL WUJAL PRIMARY HEALTH		1452.2 km	Out of catchment

**Note:** Please liaise with your local Hospital and Health Service to find out more about Request for Advice in your region.

## Asking a Clinical Question

The clinical question is entered into the condition specific clinical information section; this is a mandatory field.



## Advice Status Updates

When a Hospital and Health Service clinician has responded to an RFA, there are three (3) statuses reflecting the outcome.

### Advice Provided Outcome

- Where the Hospital and Health Service clinician provides advice as required to the request.
- Please refer to the associated correspondence letter to view the full details of advice response.

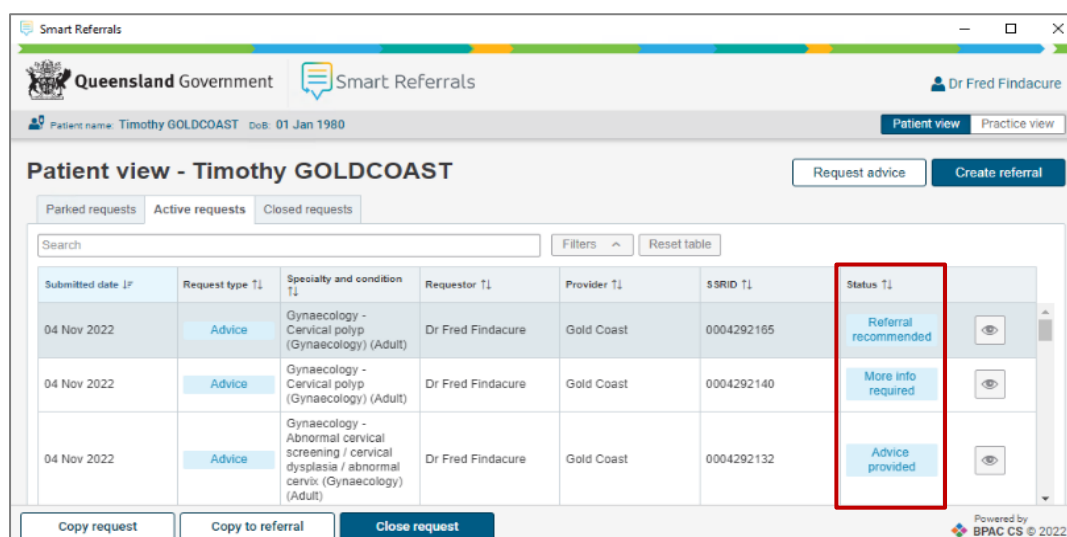
### More Info Required Outcome

- Where the Hospital and Health Service clinician has reviewed and further information is required (*i.e., unable to provide advice based on the details on the request for advice*).

### Referral Recommended Outcome

- Where the Hospital and Health Service Clinician recommends a referral be created and submitted by the GP.

**Note:** The advice status is shown in the status column of the active request list against the corresponding SSRID.



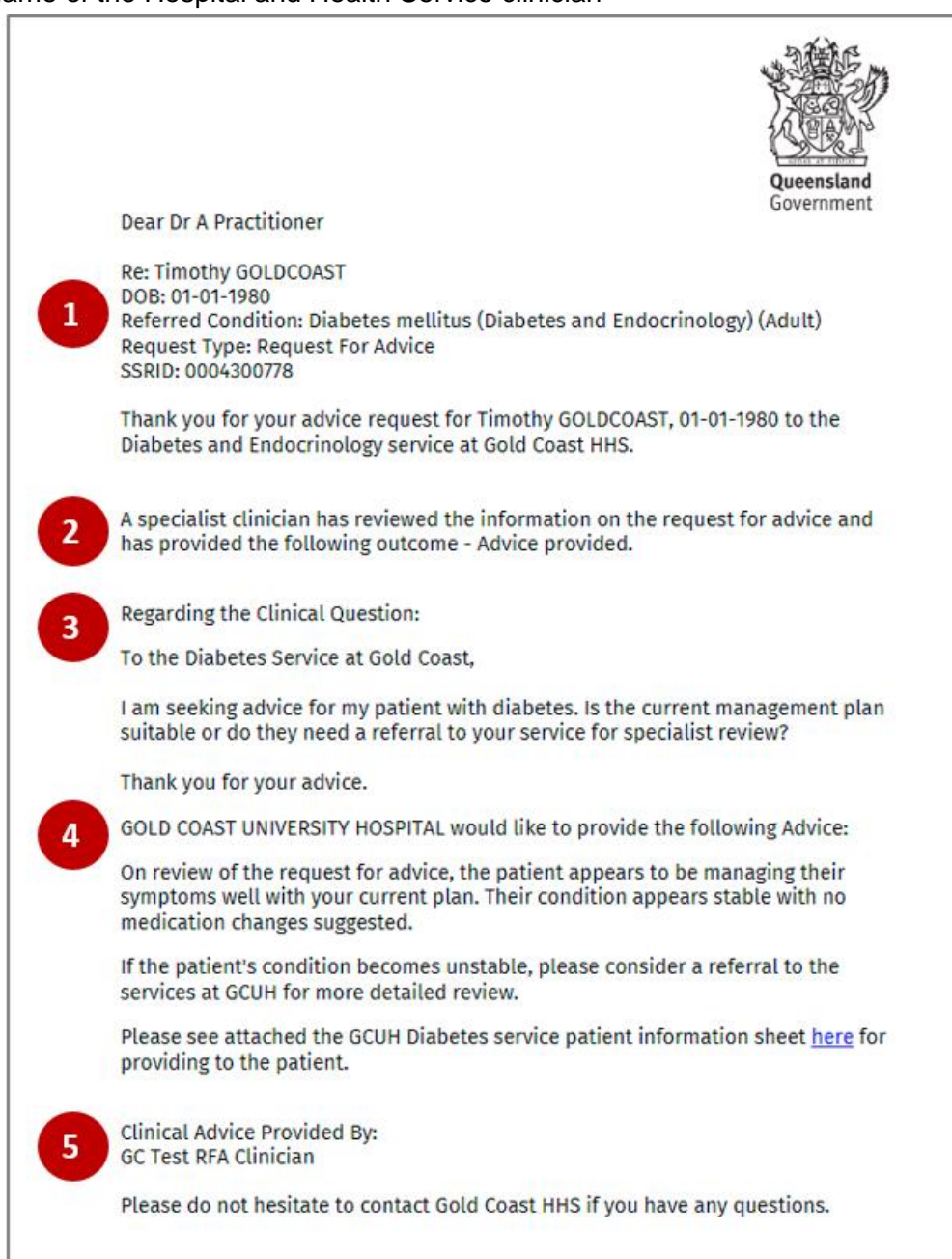
Submitted date	Request type	Specialty and condition	Requestor	Provider	SSRID	Status
04 Nov 2022	Advice	Gynaecology - Cervical polyp (Gynaecology) (Adult)	Dr Fred Findacure	Gold Coast	0004292165	Referral recommended
04 Nov 2022	Advice	Gynaecology - Cervical polyp (Gynaecology) (Adult)	Dr Fred Findacure	Gold Coast	0004292140	More info required
04 Nov 2022	Advice	Gynaecology - Abnormal cervical screening / cervical dysplasia / abnormal cervix (Gynaecology) (Adult)	Dr Fred Findacure	Gold Coast	0004292132	Advice provided

## Receiving Advice via Correspondence Letter

When advice is provided by the Hospital and Health Service, GPs receive a correspondence letter to their practice management system and the status of the RFA is reflected in GP Smart Referrals. Advice responses are delivered to the practice management software in letter format and contain detailed information relating to the RFA.

### The RFA correspondence letter contains the following fields:

1. Request details including patient details, SSRID and condition and specialty
2. Advice outcome (as noted above)
3. Original clinical question submitted by the GP
4. Advice provided by the Hospital and Health Service clinician
5. Name of the Hospital and Health Service clinician



The image shows a sample correspondence letter from the Queensland Government. It is addressed to 'Dear Dr A Practitioner'. The letter contains five numbered sections corresponding to the fields listed in the previous block. Section 1 provides patient details: Timothy GOLDCOAST, DOB: 01-01-1980, Referred Condition: Diabetes mellitus (Diabetes and Endocrinology) (Adult), Request Type: Request For Advice, and SSRID: 0004300778. Section 2 states that a specialist clinician has reviewed the information and provided the following outcome - Advice provided. Section 3 contains the original clinical question: 'I am seeking advice for my patient with diabetes. Is the current management plan suitable or do they need a referral to your service for specialist review?'. Section 4 provides the advice: 'On review of the request for advice, the patient appears to be managing their symptoms well with your current plan. Their condition appears stable with no medication changes suggested. If the patient's condition becomes unstable, please consider a referral to the services at GCUH for more detailed review. Please see attached the GCUH Diabetes service patient information sheet [here](#) for providing to the patient.' Section 5 identifies the clinician as 'GC Test RFA Clinician'. The letter concludes with a request to contact Gold Coast HHS if there are any questions.

Queensland Government

Dear Dr A Practitioner

1 Re: Timothy GOLDCOAST  
DOB: 01-01-1980  
Referred Condition: Diabetes mellitus (Diabetes and Endocrinology) (Adult)  
Request Type: Request For Advice  
SSRID: 0004300778

Thank you for your advice request for Timothy GOLDCOAST, 01-01-1980 to the Diabetes and Endocrinology service at Gold Coast HHS.

2 A specialist clinician has reviewed the information on the request for advice and has provided the following outcome - Advice provided.

3 Regarding the Clinical Question:  
To the Diabetes Service at Gold Coast,

I am seeking advice for my patient with diabetes. Is the current management plan suitable or do they need a referral to your service for specialist review?

Thank you for your advice.

4 GOLD COAST UNIVERSITY HOSPITAL would like to provide the following Advice:  
On review of the request for advice, the patient appears to be managing their symptoms well with your current plan. Their condition appears stable with no medication changes suggested.  
If the patient's condition becomes unstable, please consider a referral to the services at GCUH for more detailed review.  
Please see attached the GCUH Diabetes service patient information sheet [here](#) for providing to the patient.

5 Clinical Advice Provided By:  
GC Test RFA Clinician

Please do not hesitate to contact Gold Coast HHS if you have any questions.

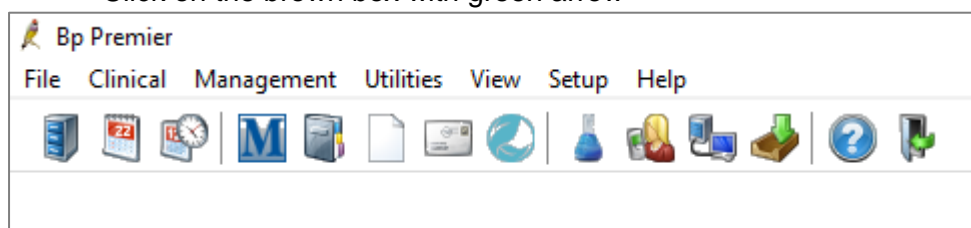
## GP Smart Referrals Notify Correspondence Letters

Smart Referrals Workflow Solutions (SRWS) generates automated correspondence to referring GPs about patient referrals submitted via GP Smart Referrals. Hospital and Health Service teams can also generate secure correspondence in addition to status updates.

To view letters from the practice management software, complete the following steps

### Best Practice

- Click on the brown box with green arrow



### Medical Director

- Click on the 'Correspondence' tab



### Triggers:

The following events trigger notification from the Hospital and Health Service to the GP.

#### HHS Receive

- This is when a GP Smart Referrals referral is confirmed as received and able to be processed by the receiving Hospital and Health Service.

#### Withdraw Request

- This is when a GP Smart Referrals withdraw request is confirmed as received and able to be processed by the receiving Hospital and Health Service.

#### Reassign

- This is when a GP Smart Referrals referral has been assigned to a different Healthcare Service, Healthcare Practice or Clinical Discipline within the same Hospital and Health Service.

## Redirect

- This is when a GP Smart Referrals referral has been redirected to a different Hospital and Health Service prior to the receiving Hospital and Health Service accepting the referral.

## Return-Redirect

- This is when a redirected GP Smart Referrals referral is returned to the original Hospital and Health Service.

## Declined/ Not Accepted

- This is when a GP Smart Referrals referral has been declined / not accepted by the receiving Hospital and Health Service.

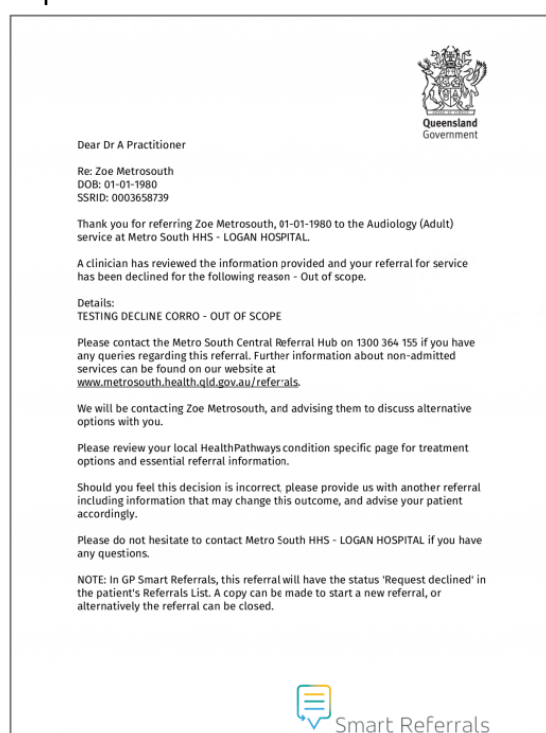
## Accepted (New Request)

- This is when a GP Smart Referrals referral has been accepted by the receiving Hospital and Health Service

## Accepted (Continuation)

- This is when a GP submitted a GP Smart Referrals referral indicating the care is still required for the patient, and this continuation referral has been accepted by the receiving Hospital and Health Service.

An example of a correspondence letter is below:

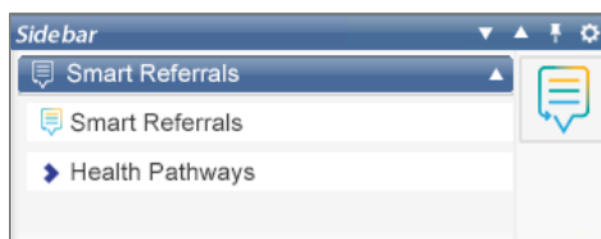
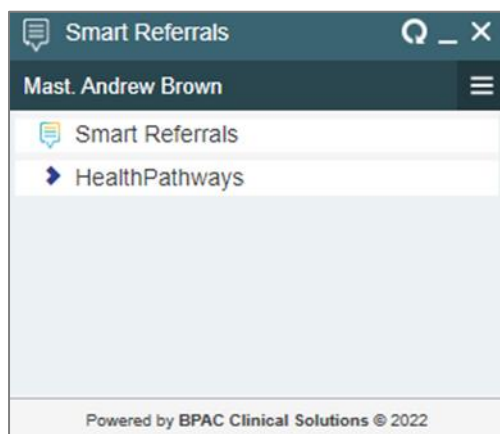




## Integration with Third Party Tools

### HealthPathways

To launch HealthPathways from the practice management software, click the button in the GP Smart Referrals client on Smart Referrals widget.



### Opening Smart Referrals from HealthPathways

In HealthPathways there will be a link in the pathways details, look for the GP Smart Referrals icon. The link will either be in the assessment page as showing in the figure below and also found on some condition specific HealthPathways pages.

#### Non-acute Urology Assessment

Public

Sunshine Coast Hospital and Health Service Department of Urology

1. Check the [criteria and exclusions](#).
2. Prepare the [required information](#).
3. Send a written request to a [named specialist](#) via secure messaging. [EReferral available](#) 

- Addressing to a named specialist preferred, but at the discretion of the requesting general practitioner.
- To download templates, see [hospital templates and resources](#).
- If unable to attach investigations or use secure messaging, fax to **(07) 5202.0555**.

#### Related Topics

- [Acute Urology Assessment](#)
- [Urology Advice](#)

### HealthPathways navigation

Click the link to open GP Smart Referrals, to return to the pathway that the referral was launched from click the 'Go to HealthPathways link next to the condition and specialty field in the Referral Information section.



## Accessing HealthPathways from GP Smart Referrals

To access HealthPathways from GP Smart Referrals, select the condition and click the Go to HealthPathways link

* Condition and Specialty	Orthopaedics - Knock knees (Orthopaedics) (Paediatric)	<a href="#">HealthPathways</a> ▼
* Referral type	<b>New Referral</b>   Continue	HealthPathways   Central Queensland
* Reason for referral	<input checked="" type="radio"/> New condition requiring specialist consultation <input type="radio"/> Deterioration in condition, recently discharged from outpatients < 12 months <input type="radio"/> Other	<a href="#">Non-acute Orthopaedic Assessment</a> <a href="#">HealthPathways home page</a>

## Preview, submit, and writeback

Click submit to preview the details of the referral before sending. To edit any details click Edit or Submit to send the referral.

A PDF version of the referral is written back to the clinical software including the referral status and updated details.

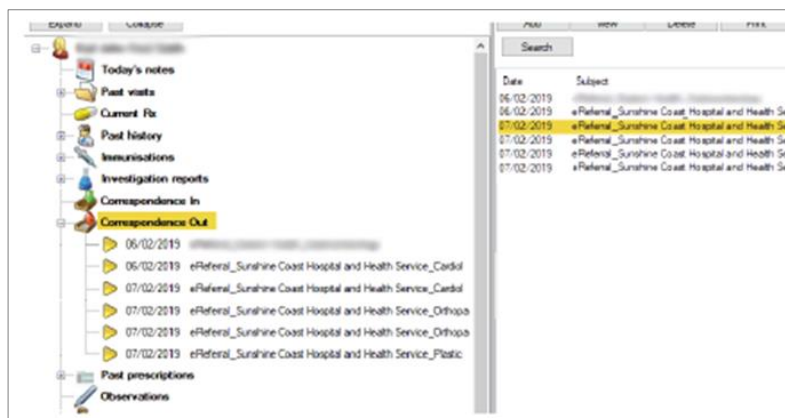
**Note:** Before you submit, please read the textbox above the submit button that outline: 'By pressing the SUBMIT button, I verify that this is an accurate record of the referral created and acknowledge this action is in lieu of my signature'.

## View referral in PDF clinical software

### Best Practice

The referral PDF can be found in Correspondence Out. To view the referral:

- Ensure the patient is open
- Click Correspondence Out
- Locate the referral in the list of correspondence
- Double click the referral to view the details



### Medical Director

The referral PDF can be found in Letters. To view the referral:

- Ensure the patient is open
- Click letters
- Locate the referral in the list of letters
- Click the referral to view a preview below the list, double click the referral to open it in a new window.

