



# Smart Referrals

## Accessing Existing Referral(s)

Patient's existing referrals are known as 'living referrals' and are made up of the following:

- Referrals in a draft state that have previously started and parked, usually awaiting further information. These referrals have not been submitted.
- Referrals that have been previously submitted but are not yet in a finalised state *i.e. complete / declined*.

### Navigate

Draft and submitted referrals display for the patient open within the practice management software (PMS).

*NOTE: If there are no parked or submitted referrals for the patient, the list will not display, and a new referral will automatically launch.*

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

Draft Referrals			
Parked date	Parked by	Notes	Actions
29 Aug 2020	A	Plastic and Reconstructive Surgery - QHSR	...

  

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	Received	...
20 Jul 2020	Audiology		Metro South	QHSR	Received	...
20 Jul 2020	Dermatology		West Moreton	QHSR	Received	...
31 Jul 2020	General Surgery		Metro South	QHSR	Accepted	...
13 Aug 2020	General Medicine		Mater Health	QHSR	Received	...
19 Aug 2020	General Surgery		Mater Health	QHSR	Received	...

### Draft Referrals

Draft referrals have been parked, usually because the referral is awaiting further information, or investigations essential to the referral are missing. The referral remains in a draft state until resume and submitted.

- Click the Actions button **...** to display a list of referral actions:

Draft Referrals			
Parked date	Parked by	Notes	Actions
29 Aug 2020	A	Plastic and Reconstructive Surgery - QHSR	Resume Delete

*NOTE: A draft referral can be resumed or deleted.*

- Selecting delete will show a confirmation message, and if deleted the referral will no longer be shown in the living referrals list.

**Delete parked referral**

Are you sure you want to delete this parked referral?

Delete
Cancel

### Submitted Referrals

Queensland Health Smart Referrals (QHSR) remain in the submitted referral list until the referral has been completed, cancelled/withdrawn or declined.

- Click the Actions button **...** to display a list of referral actions:

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	Received	Update Withdraw
20 Jul 2020	Audiology		Metro South	QHSR	Received	...

*NOTE: A submitted referral can be updated or withdrawn.*

### Withdraw Request

- Selecting withdraw will display a pop-up window that requires the reason for withdrawal.

Withdraw referral

Are you sure you want to withdraw this referral?

• What is the reason for withdrawing the referral?

At patient's request     Patient deceased

Additional information for withdrawal of referral

  

- If withdrawn, the referral is unable to be accessed by Smart Referrals.
  - The referral will be written back into the PMS and an entry made into the referral history detail the reason for withdrawal.

### Update

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

Referral Action

• What is the reason for updating the referral?

Please select

Clinical deterioration or change in patient condition

Existing patient GP requests participation in team care agreement

Hospital has requested further information from GP

Referral History

Date	Action	Reason	Additional Information	Status
20 Jul 2020	Update	Clinical deterioration	Testing Testing	Received
20 Jul 2020	Redirect	Service not provided at this HHS (verbal)	Redacted from Metro South PRINCE ALEXANDRA HOSPITAL Dermatology Four Fife Street West Moreton	Received
20 Jul 2020	HHS Receive			Received
20 Jul 2020	Received			Received
20 Jul 2020	Send			Submitted

*NOTE: Once submitted, the updated referral version will be written back to the PMS.*

### View referral PDF in PMS

The referral PDF can be found in the following location for the respective PMS:

- **Best Practice: 'Correspondence Out'**
- **Medical Director: 'Letters'**

Correspondence Out

Date	Subject	Recipient/Doctor	Description	Comment
27/07/2020	eReferral_Sunshine Coast_Plastic and Reconstructi	Dr Findacure	Final	GP Smart Referral
27/07/2020	eReferral_Sunshine Coast_Orthopaedics	Dr Findacure	Final	GP Smart Referral
27/07/2020	eReferral_Sunshine Coast_Audiology	Dr Findacure	Final	GP Smart Referral
27/07/2020	eReferral_Sunshine Coast_Orthopaedics	Dr Findacure	Final	GP Smart Referral

  

Letters

Date Created	Subject	Recipient/Doctor	Description	Comment
21/08/2020	eReferral_Sunshine Coast_General Surgery	GP Smart Referral		

### How to get help

Please contact Smart Referrals Support Team:

Ph: 1300 478 439

Email: [CEQ\\_SmartReferrals@health.qld.gov.au](mailto:CEQ_SmartReferrals@health.qld.gov.au)

