



# Smart Referrals

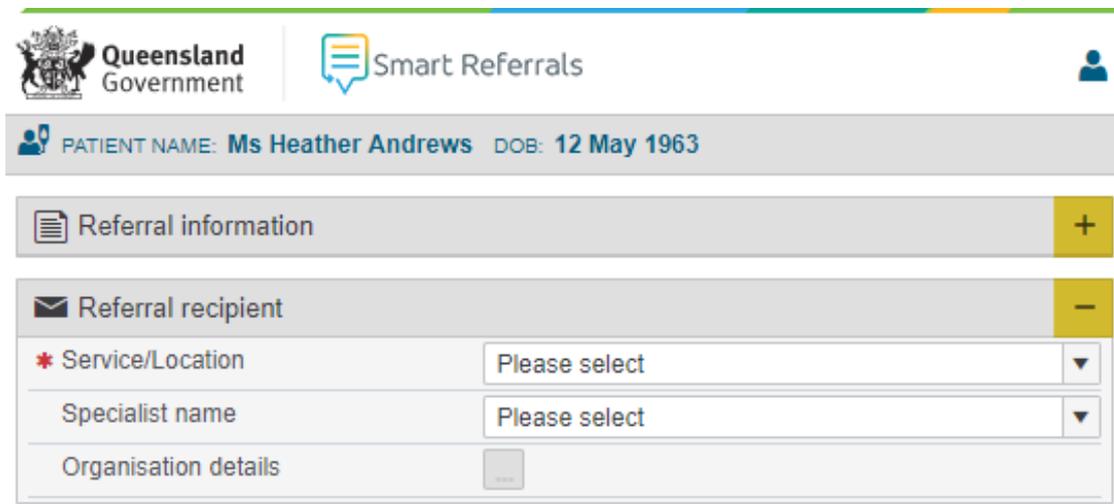
## Completing the referral form

### Form sections

The Smart Referrals form is divided into the following sections:

- Referral information
- Referral recipient
- Condition specific information
- Standard clinical information
- Patient information
- Insurance information
- Referring GP’s information
- Attachments

The referral information section is open by default while all other sections are closed. To open or close a referral section, click anywhere in the grey bar, see **Figure 1**.

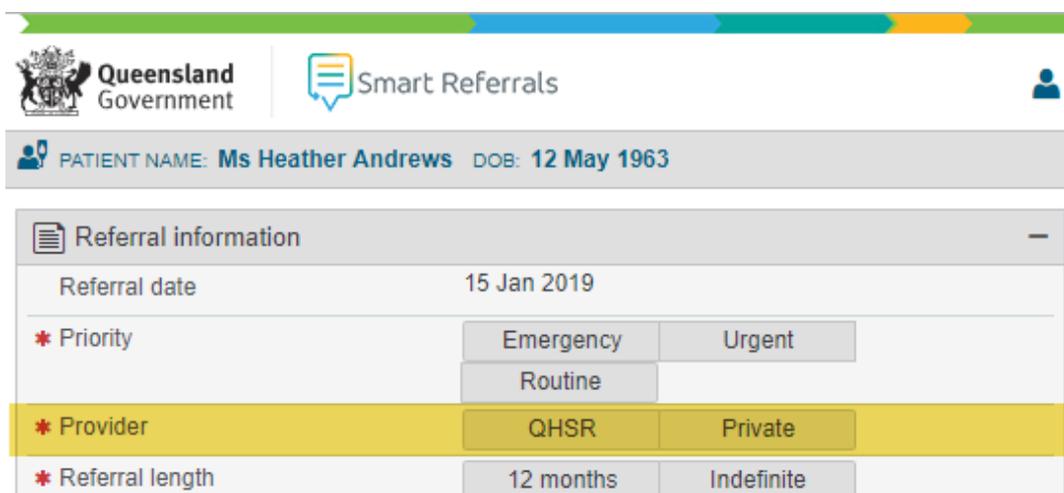


The screenshot shows the top navigation bar with the Queensland Government logo and 'Smart Referrals' text. Below this is a patient information bar: 'PATIENT NAME: Ms Heather Andrews DOB: 12 May 1963'. The main form area has several sections: 'Referral information' (open, with a '+' icon), 'Referral recipient' (closed, with a '-' icon), and three input fields: 'Service/Location' (Please select), 'Specialist name' (Please select), and 'Organisation details' (empty).

Figure 1: Open/close a referral section.

### Referral provider

There are two referral providers: **Queensland Health Smart Referral (QHSR)** and **Private**. Select the referral provider using the provider field in the referral information section (**Figure 2**).



The screenshot shows the same patient information bar. The 'Referral information' section is open, showing a table of fields: 'Referral date' (15 Jan 2019), 'Priority' (Emergency, Routine, Urgent), 'Provider' (QHSR, Private - highlighted in yellow), and 'Referral length' (12 months, Indefinite).

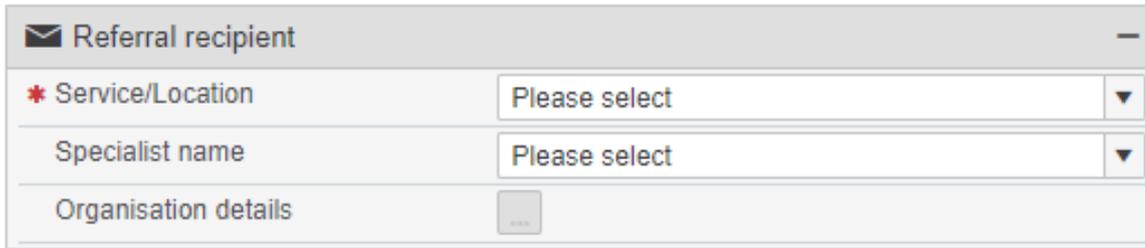
Figure 2: Referral provider field

## Queensland Health Smart Referral (QHSR)

If QHSR is selected as the provider, the referral information includes a choice of referral type and a different reason for the referral.

QHSR refers to publicly funded services, service locations, organisations and specialist names for public use.

The **referral recipient** section will be displayed if QHSR is the provider, see **Figure 3**. This is included to select the provider service, location, and name to determine where to send the referral.



The screenshot shows a form titled "Referral recipient" with a minus sign in the top right corner. It contains three rows of input fields:

- The first row is labeled "\* Service/Location" and has a dropdown menu with "Please select" and a downward arrow.
- The second row is labeled "Specialist name" and has a dropdown menu with "Please select" and a downward arrow.
- The third row is labeled "Organisation details" and has a small grey button.

Figure 3: Referral recipient section

## Private referrals

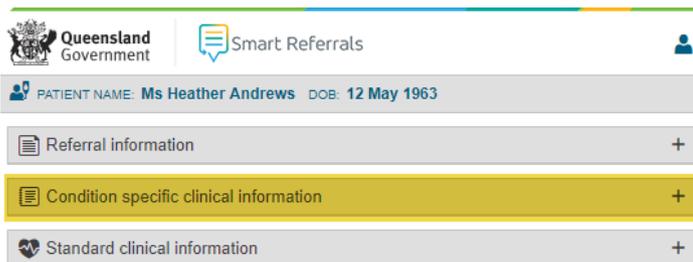
On submission a private referral is written back to the clinical software. Once the referral is written back, find the referral, attach any relevant files, and send to the specialist.

The referral recipient section will not display if **Private** is selected.

**i** IMPORTANT NOTE: Once complete, arrange for a private referral to be sent via your practice's preferred send method. These will not be automatically sent from Smart Referrals.

## Condition specific clinical information

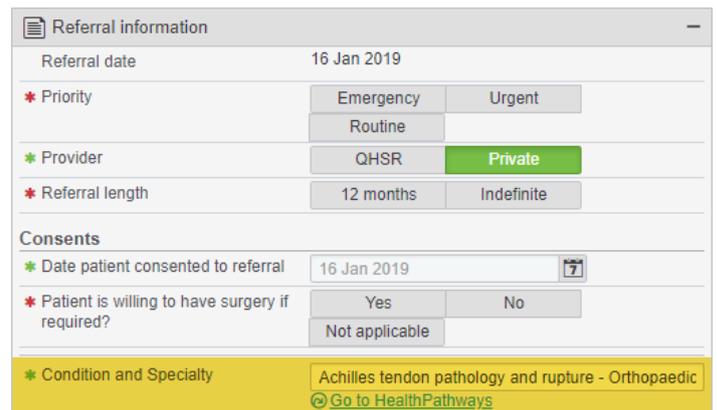
Conditions and specialties may have a section for specific clinical information (**Figure 4**). This section is triggered by the selection of condition and specialty in the referral information section, see **Figure 5**.



The screenshot shows the top part of the Smart Referrals form. It includes the Queensland Government logo and "Smart Referrals" text. Below that, it displays patient information: "PATIENT NAME: Ms Heather Andrews DOB: 12 May 1963". There are three expandable sections:

- "Referral information" with a plus sign.
- "Condition specific clinical information" with a plus sign and a yellow highlight.
- "Standard clinical information" with a plus sign.

Figure 4: Condition specific clinical information section



The screenshot shows the "Referral information" section of the form. It includes the following fields:

- "Referral date": 16 Jan 2019
- "Priority": Radio buttons for Emergency, Urgent, and Routine.
- "Provider": Radio buttons for QHSR and Private (highlighted in green).
- "Referral length": Radio buttons for 12 months and Indefinite.
- "Consents" section:
  - "Date patient consented to referral": 16 Jan 2019 with a calendar icon.
  - "Patient is willing to have surgery if required?": Radio buttons for Yes, No, and Not applicable.
- "Condition and Specialty": Achilles tendon pathology and rupture - Orthopaedic (highlighted in yellow) with a link to "Go to HealthPathways".

Figure 5: Condition and specialty field

Some conditions and specialties may not require condition specific clinical information, therefore the section will not appear.

## Completing the section

The condition specific information section features minimum referral criteria. When selected displays the appointment time criteria for the referral, this could be 30, 90 or 365 days. See **Figure 6**.

You can also record essential referral information, attach pathology and test results, and record imaging and reports.

The content of the section may change based on the chosen condition and/or specialty.

Condition specific clinical information

### Minimum Referral Criteria

Refer directly to emergency or fracture clinic if clinically indicated:

- Acute achilles tendon rupture
- If delayed presentation of achilles tendon rupture (>6 weeks)

\* Minimum referral criteria

- A tender, nodular swelling
- Functional impairment and/or pain persists despite maximal management
- Request clinical override of minimum referral criteria

This meets the criteria for a public appointment within 90 calendar days  
For ongoing patient management advice refer to Health Pathways

Figure 6: Minimum referral criteria

## Form icons

-  An asterisk indicates a mandatory field. The form will not submit until all of these fields have been completed. When a field is complete the asterisk will change from red to green.
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-  A padlock indicates a field that has been populated from the clinical software, and is not editable within the form. To edit the field update the data in the clinical software and click the refresh button.

-  The writeback icon indicates a field that will be written back to the clinical software. To edit the field update the data in the clinical software and click the refresh button.

-  A link that directs to a location on the form.

-  A link that directs to an external location, opening in a new window.

-  The information button indicates details are available that are too large for the form body. Clicking on this opens a popover containing further details, for example patient contact information.

-  An info icon indicates there is helpful or important information related to the field. When hovered on, the information is displayed in a tooltip.

