



GP Smart Referrals | Notify Correspondence Letters

GP Smart Referrals generates automated correspondence to referring clinicians about patient referrals submitted via Smart Referrals. These letters are known as Notify Correspondence letters. For detailed information about letters relating to Requests for Advice (RFA), please see the [GP Smart Referrals Requesting Advice Quick Reference Guide \(QRG\)](#).

The following events trigger notifications

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 (HHS).

Withdraw Request:

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

Reassign:

- This is when a GP Smart Referrals referral has been redirected to a different HHS prior to the receiving HHS accepting the referral.

Return-Redirect:

- This is when a redirected GP Smart Referrals referral is returned to the original or previous HHS recipient.

Declined/ Not Accepted:

- This is when a GP Smart Referrals referral has been declined/ not accepted by the receiving HHS.

Accepted (New Request):

- This is when a GP Smart Referrals referral has been accepted by the receiving HHS.

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 HHS.

Correspondence Letters

- Letters advise referring clinicians of the outcome of their patients' referral when the referral is accepted or declined.
- HHS clinicians can send further explanatory information to the referring clinician within the letters.

The notify correspondence letter contains the following fields:

- Request details including patient details, SSRID and condition and specialty.
- Referral status update including category if accepted or whether the referral has been declined.
- Additional details from the HHS Team
- Additional Queensland Health or service information
- Smart Referrals logo

See example letter with corresponding number fields below:



NOTE: If your patient has had their referral declined, you can utilise the existing referral template to create a new referral and adjust the relevant information.

Viewing Letters

The PMS receives [Notify Correspondence Letters](#) in the same manner that test results, radiology reports etc are received.

- Best Practice: Incoming Reports / Inbox
- Medical Director: Holding File



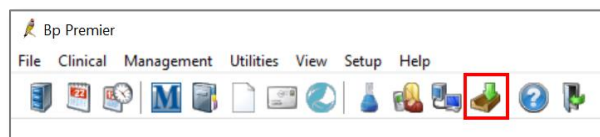
NOTE: Valida Bridge is a GP Smart Referrals add-on that acts as a transmission service to deliver Smart Referrals Notify Correspondence. There is no additional licencing required for this functionality.

To view letters from the Practice Management System (PMS), complete the following steps:



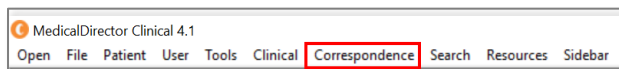
Best Practice

- Click on the **Inbox**.



Medical Director

- Click on the **Correspondence** tab.



NOTE: It is understood that Practices will have pre-existing processes to manage receipt of these types of messages; however, the process will differ at each practice based on their business workflows. This includes scheduled imports versus manual import.

How to get help

Resources available on the [Smart Referrals webpage](#).

Phone Support: 1300 478 439

Email: QH-SmartReferrals@health.qld.gov.au