

For all technical support, please use the Support Quick Reference Guide.

This guide is only to be used in the case of confirmed downtime / outages where technical support cannot resolve issues, and Smart Referrals is not available.

**NOTE:** this process for downtime will be determined by individual practice workflows.

## What is not impacted?

You will still be able to access and review the details of any previously sent referrals via the correspondence / letters section of your Practice Management Software.

## What is impacted?

Function unavailable	Workaround - for longer outages	Workaround - for shorter outages
Create / Submit a new referral	Use available referral methods (e.g. STS/ Medical Objects/Fax).  Please refer to your local HealthPathways for information around Clinical Prioritisation Criteria, links to templates and required supporting information.	You may wish to submit the referral at a later time.
Withdraw a referral	Contact the Referral Centre GP Hotline to request the referral be withdrawn.	You may wish to withdraw the referral at a later time.
Update referral information	Use available methods to provide any additional updated information to the referred facility (e.g. Fax / Letter / Phone call).	You may wish to update the referral at a later time.
View existing patient referrals and statuses	Contact the Referral Centre GP Hotline if an urgent update is required.	Contact the Referral Centre GP Hotline if an urgent update is required.

### For more information or support please contact:

 Help Desk Support - 1300 478 439

 Smart Referrals Support Team  
[CEQ\\_SmartReferrals@health.qld.gov.au](mailto:CEQ_SmartReferrals@health.qld.gov.au)