



Smart Referrals

View a patient’s existing referral(s)

Patient’s existing referrals, known as Living referrals, are made up of:

- Referrals in a draft state that have been 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, for example the appointment date has not yet been reached. Private referrals will display in this list if the referral was submitted in the last 12 months.

Opening living referrals list

Draft and submitted referrals display for the patient open in the clinical software. If there are no draft or submitted referrals for the patient, the list will not display and a new referral is automatically started.

Open Smart Referrals from your clinical software, any existing referrals for the patient (known as Living Referrals) will be displayed, see **Figure 1**.

The screenshot shows the 'Smart Referrals' interface for a patient named Ms Heather Andrews (DoB: 12 May 1963). The page is titled 'Referral lists' and includes a 'Select a referral to begin' section. It displays two categories of referrals: 'Draft referrals' and 'Submitted referrals'.

Draft referrals table:

Parked date	Parked by	Details	Action
24/09/2018	Demo User	Cardiology - Stroke - Public	...
15/08/2018	Demo User	Mental health - Depression in adults - Public	Resume Delete

Submitted referrals table:

Date	Specialty	Condition	Provider	Funding	Status	Action
15/09/2018	Orthopaedics	Knee osteoarthritis	Sunshine Coast University Hospital Orthopaedics	Public	Received	...
02/08/2018	Orthopaedics	Frozen shoulder		Private	Received	Update Withdraw Continue

At the bottom of the interface, there are two buttons: 'New referral' and 'Cancel'.

Figure 1: Living referrals list

Draft referrals

A draft referral is one that had 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 resumed and submitted.

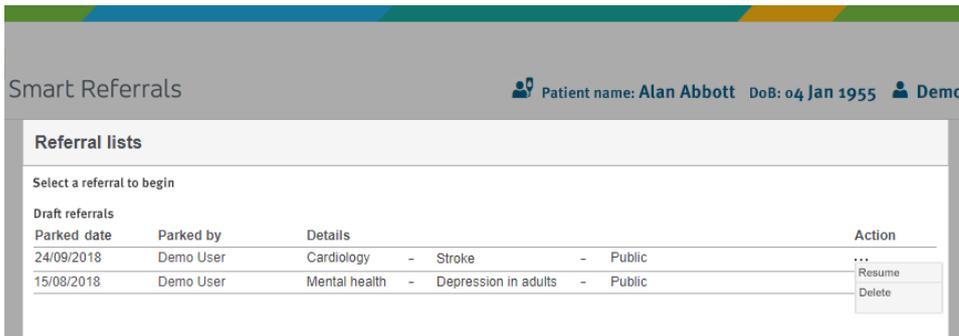
A draft referral can be resumed or deleted using the action buttons at the end of the row, see **Figure 2**. Click the **Action** button  to display a list of referral actions.

Resuming a draft referral

When a referral is **resumed**, any extracted data from the clinical software is refreshed and updated. All other fields can also be updated.

Deleting a draft referral

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



Smart Referrals Patient name: Alan Abbott DoB: 04 Jan 1955 Demo

Referral lists

Select a referral to begin

Draft referrals

Parked date	Parked by	Details	Action
24/09/2018	Demo User	Cardiology - Stroke - Public	...
15/08/2018	Demo User	Mental health - Depression in adults - Public	Resume Delete

Figure 2: Draft referrals actions

Submitted referrals

Submitted referrals is a list of:

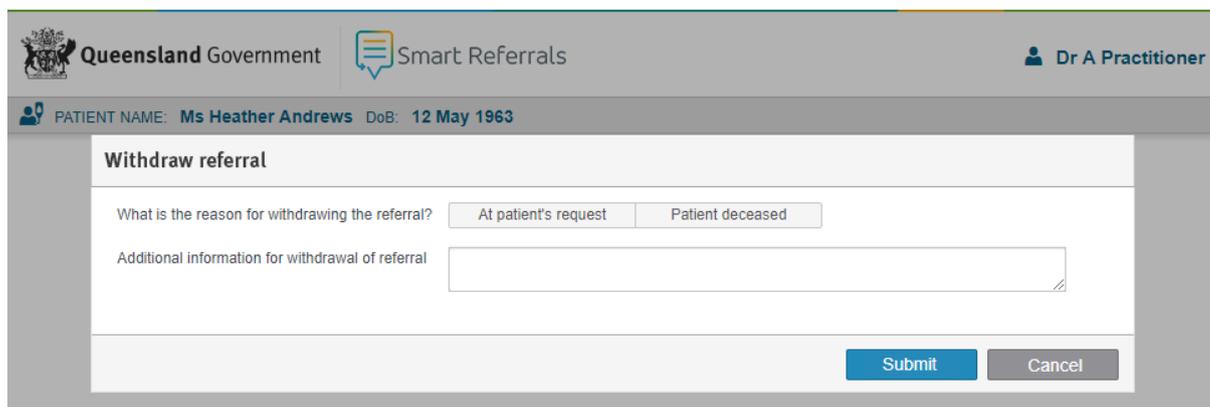
- Previously sent private referrals for the patient over the last 12 months
- QHSR referrals that remain in the list until the referral has been completed, cancelled or declined

Submitted referrals can be updated, withdrawn, or continued using the actions at the end of the row. Click the **Action** button  to display a list of referral actions.

Withdraw

Clicking **withdraw** opens a window that requires the reason for withdrawal (see **Figure 3**). If withdrawn the referral is unable to be accessed by Smart Referrals.

The referral will be written back into the clinical software and an entry made into the referral history detailing the reason for withdrawal.



Queensland Government Smart Referrals Dr A Practitioner

PATIENT NAME: Ms Heather Andrews DoB: 12 May 1963

Withdraw referral

What is the reason for withdrawing the referral? At patient's request Patient deceased

Additional information for withdrawal of referral

Figure 3: Withdrawing a submitted referral

Update and continue

Clicking **update** or **continue** opens a version of the original referral with the addition of **referral history** and **referral action** sections.

The referral is updated with the latest extracted information from the clinical software. Both update and continue require the reason for updating or continuing the referral, this reason is different for each option (update is shown in **Figure 4**).

Only the following information can be changed:

- Select or deselect any standard clinical information for inclusion in the referral
- Attach one or more documents

Once submitted the new referral version will be written back to the clinical software.

The screenshot shows the 'Smart Referrals' interface for a patient named Ms Heather Andrews (DOB: 12 May 1963). The 'Referral action' section has a dropdown menu open for 'What is the reason for updating the referral?' with options: 'Clinical deterioration or change in patient condition', 'Existing patient request brief clinical advice to GP', 'Existing patient GP requests participation in team care management', 'Existing patient opinion via telehealth store and forward', and 'Hospital has requested further information from GP'. The 'Referral history' table shows the following entries:

Date	Action
04 Sep 2018	Received
06 Sep 2018	
10/09/2018	Update
16 Sep 2018	Appointment created

Below the history table is an 'Additional information' table:

Additional information	Status
	Received
Cat 1	Accepted
Investigations updated – new FBC	Accepted
	Scheduled

Figure 4: Updating a submitted referral

View referral PDF in clinical software

Best Practice

The referral PDF is can be found in **Correspondence Out** (**Figure 3**). To view the referral:

1. Ensure the patient is open.
2. Click **Correspondence Out**.
3. Locate the referral in the list of correspondence, shown in **Figure 28**.

Double click the referral to view the details.

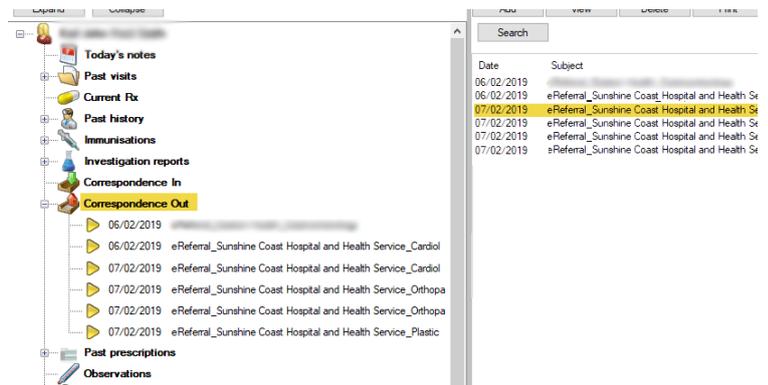


Figure 3: Smart Referral in Best Practice Correspondence Out

Medical Director

The referral PDF is can be found in **Letters** (Figure 4). To view the referral:

1. Ensure the patient is open.
2. Click **Letters**.
3. 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.

MedicalDirector Clinical 3.17.3a - [Rev. Bob The Electrician (32yrs 7mths)]

File Patient Edit Summaries Tools Clinical Correspondence Assessment Resources Sidebar MyHealthRecord Window H

Rev. Bob Electrician (32yrs 7mths) | DOB: 25/06/1986 | Gender: Male | Occupation: |
1 Electrician Row, Bundaberg, Qld 4670 | Ph: | Record No: | ATSI: |
Allergies & Adverse Reactions: DUST MITES | Repat. No: V123456 | Ethnicity: Eurasian |
Warnings: | Smoking Hx: Never smoked | IHI No: | MyHealthRecord: |

Summary | Current Rx | Progress | Past history | Results | **Letters** | Documents | Old scripts | Imm. |

Preview - Full | Hide Preview | Clear Filters | Move Location | Document Details | Send SMS | Scan | Import | Print | Add |

2 of 2 Records

Date Created	Subject	Recipient/Doctor	Description	Comment
7/02/2019	eReferral_Sunshine Coast Hospital and Health Service_Card		GP Smart Referral	

Zoom Page Width Open Externally

Figure 4: Smart Referral in Medical Director Letters