



Smart Referrals

## GP Smart Referrals | Requesting Advice

GP Smart Referrals users can submit a Request for Advice (RFA) to Hospital and Health Service (HHS) clinicians for response.

**This guide contains instructions on how to:**

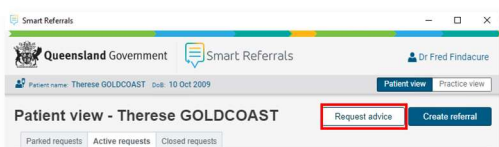
- Create a Request for Advice
- Receive advice from the HHS
- Action a Request for Advice



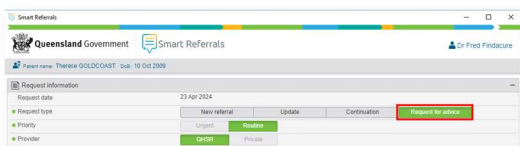
**IMPORTANT:** Please liaise with your local Hospital and Health Service (HHS) to confirm which services accept advice requests in your region.

### Create a Request for Advice

1. Open a patient record in the Practice Management System (PMS).
2. Open the *Smart Referrals* widget.
3. Click the *Request Advice* button in the top right-hand corner of the screen.



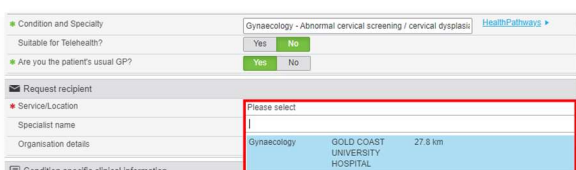
The Request type will default to *Request for Advice*.



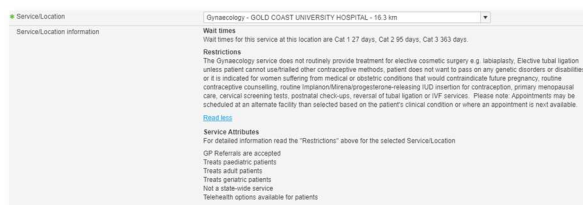
### Selecting a Condition and Specialty and Finding a Service/Location

The *Condition and Specialty* field is a dynamic search field which allows for selection of the condition affecting the patient. Conditions which are returned in the search field are based on Clinical Prioritisation Criteria (CPC).

- Search for the condition or specialty that relates to the advice request.
- Only services that support advice requests will be available for selection within the *Service/Location* field.



Additional information relating to the service will display.



- If the selected condition and/or specialty does not correspond to a service that accepts RFAs, a warning message will be shown beneath the field.

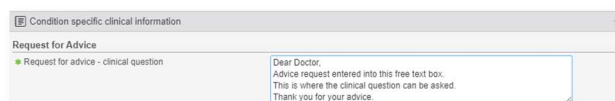


### Entering a Request for Advice Clinical Question

- Enter the clinical question that requires advice into the *Request for Advice – Clinical Question* free text box within the Condition specific clinical information section.



- Following entry of the RFA text the red mandatory field marker will change to green \*.



### Adding additional clinical information

- Add any attachments, investigations, and other medical history for the patient relevant for the RFA using the fields in the remainder of the form.

### Submit Request for Advice

- To submit the RFA, click the *Send Request* button.

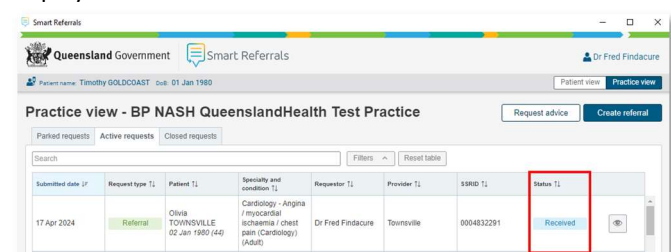


### Receiving Advice from the HHS

When advice is provided by the HHS, an updated status will be reflected in GP Smart Referrals and referring clinicians will receive correspondence letters in their PMS.

### Advice Status

When a HHS clinician has responded to an RFA, statuses will display in GP Smart Referrals to reflect the outcome.





### Advice Provided

- Where the HHS clinician provides advice as required to the request. This includes non-clinical advice and out of catchment responses.
- Please refer to the associated correspondence letter to view the full details of advice response.

### Out of Catchment

- The request cannot be answered as the patient's residential address is not within the catchment area which supports the clinical service related to the Request for Advice.

### Non-Clinical Advice Provided

- Queensland Health has reviewed the request and determined the nature of enquiry is excluded from eConsult scope but is able to offer a response to the enquiry (e.g. appointment and/or waitlist information).



**NOTE:** Non-Clinical advice may be provided by non-clinical staff, as determined by the HHS.

### More Info Required Outcome

- Where the HHS clinician has reviewed and further information is required (i.e., unable to provide clinical advice based on the details on the RFA).

### Referral Recommended Outcome

- Where the HHS clinician recommends a referral be created and submitted by the referring clinician.



**NOTE:** The advice status is shown in the status column of the active request list.

Submitted date (yr)	Request type (r)	Specialty and condition (c)	Requestor (r)	Provider (p)	SSRID (r)	Status (s)
04 Nov 2022	Advice	Gynaecology - Cervical polyp (Gynaecology) (Adult)	Dr Fred Findacre	Gold Coast	0004292105	Referral Recommended
04 Nov 2022	Advice	Gynaecology - Cervical polyp (Gynaecology) (Adult)	Dr Fred Findacre	Gold Coast	0004292140	More info required
04 Nov 2022	Advice	Gynaecology - Abnormal cervical screening / cervical dysplasia / abnormal smears (Gynaecology) (Adult)	Dr Fred Findacre	Gold Coast	0004292132	Advice provided

- To view additional information such as request history, click on the [eye](#) icon.

Submitted date (yr)	Request type (r)	Specialty and condition (c)	Requestor (r)	Provider (p)	SSRID (r)	Status (s)	
07 Mar 2024	Advice	General Medicine	Dr Fred Findacre	Mackay	0004815627	Received	

- The advice outcome and additional details can be viewed by selecting the [history](#) table.

Date	Action	Reason	Additional Information	Status
07 Feb 2024	Advice Provision		Out of Catchment	Advice provided
07 Feb 2024	HHS Receive			Received
07 Feb 2024	Received		SSRID: 0004795063	Received
07 Feb 2024	Sent			Submitted

### Advice Correspondence Letter

Advice responses are delivered to the PMS in [correspondence letter](#) format and contain detailed information relating to the RFA response.

The advice correspondence letter contains the following fields:

- Request details including patient details, SSRID and condition and specialty.
- Advice outcome.
- Original clinical question submitted by the GP.
- Advice response provided by the HHS clinician.
- Name of the HHS clinician (or non-clinical role if non-clinical advice is provided).



**NOTE:** See example letter with corresponding information field numbers below.

Dear Dr A Practitioner

Re: Timothy GOLDCOAST  
DOB: 01-01-1980  
Referred Condition: Diabetes mellitus (Diabetes and Endocrinology) (Adult)  
Request Type: Request For Advice  
SSRID: 0004300778

Thank you for your advice request for Timothy GOLDCOAST, 01-01-1980 to the Diabetes and Endocrinology service at Gold Coast HHS.

1 A specialist clinician has reviewed the information on the request for advice and has provided the following outcome - Advice provided.

2 Regarding the Clinical Question:  
To the Diabetes Service at Gold Coast,  
I am seeking advice for my patient with diabetes. Is the current management plan suitable or do they need a referral to your service for specialist review?  
Thank you for your advice.

3 GOLD COAST UNIVERSITY HOSPITAL would like to provide the following Advice:  
On review of the request for advice, the patient appears to be managing their symptoms well with your current plan. Their condition appears stable with no medication changes suggested.  
If the patient's condition becomes unstable, please consider a referral to the services at GCUH for more detailed review.  
Please see attached the GCUH Diabetes service patient information sheet [here](#) for providing to the patient.

4 Clinical Advice Provided By:  
GC Test RFA Clinician  
Please do not hesitate to contact Gold Coast HHS if you have any questions.



## Actioning Advice

Following provision of advice, GPs can action existing RFAs by using the [Request Action](#) buttons in GP Smart Referrals.

## Copy Request

- Creates a copy of the RFA details and allows submission of a new RFA.

## Copy to Referral

- Copies the details of the RFA and advice response provided by the HHS into a referral form.

A new referral which includes the advice response can be submitted.

## Close Request

- Review the response, and if no further action ([Copy request](#) or [Copy to referral](#)) is required, users can close the RFA which moves the request into the Closed Requests list.

## Changing to a Referral Form

- The advice request form can be changed to a referral form using the [Request type](#) selection buttons at the top of the form.

- The form will switch to a referral form upon selection of a referral request type ([New referral](#), [Update](#) or [Continuation](#)).
- The system will produce a warning notification if the condition or speciality and/or form is changed asking the user to confirm whether to [Keep speciality](#) or [Change speciality](#).

### Specialty/Condition information may be lost

Changing specialty/condition will result in a new condition specific clinical information form. Information from the existing form may not be retained.

Are you sure you want to change the current specialty?

Keep specialty

Change specialty

- Select [Keep specialty](#) to stay in the current request for advice form or select [Change specialty](#) to change to the referral form.



**NOTE:** Making changes to the specialty and condition field or switching between form types (referral or request for advice) may result in information that cannot be retained between forms. Check all sections of the new request form prior to submission to ensure that only items relevant to the new condition are included. Referral Letter, History and Examination field will retain across all forms, when an equivalent field exists on the newly selected form.

## How to get help

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

Phone Support: 1300 478 439

Email: [QH-SmartReferrals@health.qld.gov.au](mailto:QH-SmartReferrals@health.qld.gov.au)