



## GP Smart Referrals | View all Submitted, Closed and Parked Requests

GP Smart Referrals provides multiple ways to view all parked, submitted, and closed requests for a patient and patients within the practice.

### Viewing Modes

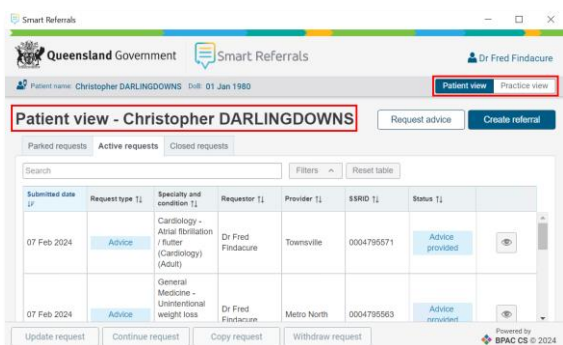
- To switch between viewing modes, use the buttons located in the top left of the Smart Referrals window.

Patient view Practice view

**NOTE:** The selected view will show as navy blue when active.

### Patient View

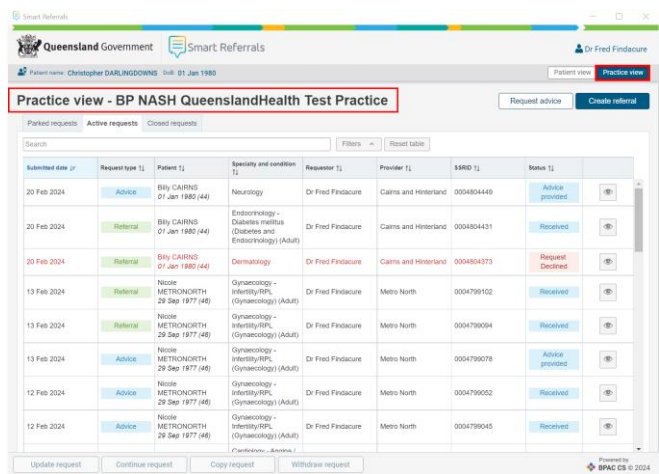
- Patient view will open for the patient selected in the Practice Management System (PMS) by default.
- When patient view is open it will be listed as **Patient View – [Patient's Name]** in the top left-hand corner.



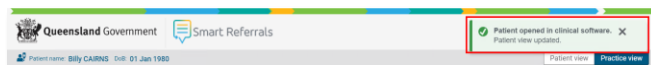
- Patient view displays all parked, submitted and closed requests related to the patient selected in the PMS.

### Practice View

- When practice view is open it will be listed as **Practice View – [Practice Name]** in the top left-hand corner.



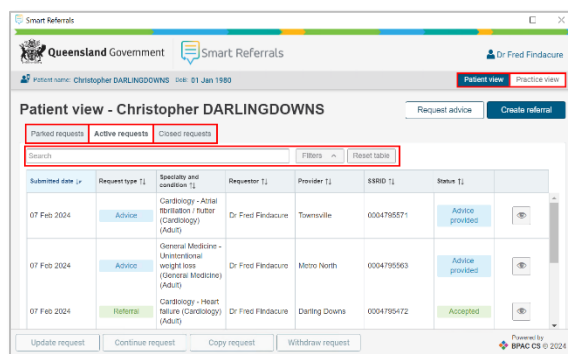
- Practice view displays all parked, submitted or closed requests within the practice regardless of what patient is open in the PMS.
- Practice view includes all requests submitted by any doctor for any patient at the practice.
- Users will receive a visual prompt when patient records are open, closed or inactive in the PMS.



**NOTE:** The corresponding patient chart must be open in the PMS if you wish to view their request.

### Request List Features

- All request list features such as sort and filter will retain across patient and practice view.



### Parked Requests

- This list contains requests that have been started and saved for later i.e., **parked**.

### Active Requests

- Active** requests are still under triage or treatment by the Hospital and Health Service (HHS).
- The date of submission, speciality/condition, requestor and Statewide Service Request identifier (SSRID) can all be seen from this view.

### Closed Requests

- This list contains requests finalised by the HHS and **withdrawn** or **declined** requests that have been **closed** by the GP.

### Read Only View

**Read-Only** view allows clinicians to preview copies of existing request documents. Non-healthcare practitioners are restricted from seeing additional request details or actioning requests.

**NOTE:** To preview the request in Read Only mode, click on the eye icon (👁️) located on the right-hand side of the request.



- Click the [Read-Only mode](#) button on the existing request you wish to preview.

Submitted date	Request type	Specialty and condition	Requestor	Provider	SSRID	Status
07 Feb 2024	Advice	Cardiology - Atrial fibrillation / flutter (Cardiology) (Adult)	Dr Fred Findacure	Townsville	0004795571	Advice provided
07 Feb 2024	Advice	General Medicine - Unintentional weight loss (General Medicine) (Adult)	Dr Fred Findacure	Metro North	0004795563	Advice provided
07 Feb 2024	Referral	Cardiology - Heart failure (Cardiology) (Adult)	Dr Fred Findacure	Darling Downs	0004795472	Accepted

- The request preview screen will show details of the patient and existing request selected.
- Click [Return to list view](#) to close the request preview and return to the request list view.

[Return to list view](#)

**Detail view - Christopher DARLINGDOWNS**

Referral details | History

[Send to PMS](#) [Download](#)

Request information	
SSRID	0004795563
Request date	07 Feb 2024
Request type	Request for advice
Reason for referral	
Priority	Routine
Provider	QHHR

[Copy request](#) [Copy to referral](#) [Close request](#)

## Practice View for Practice Administrators & Practice Management Staff

- Practice Administrators or Practice Management Staff can access [Practice View](#) but are not able to view confidential request information.
- The read only button is not available nor can requests be actioned.
- Practice staff can use practice view to gain an overview of the requests in the Parked, Active or Closed request lists for the practice.

## 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)