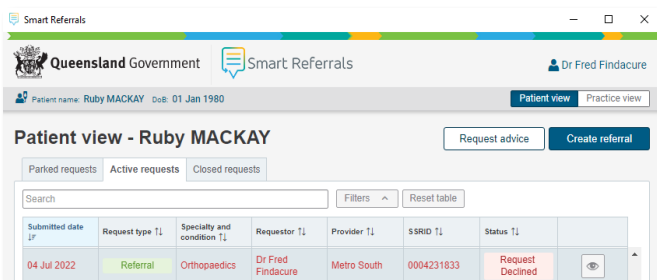




GP Smart Referrals | Declined Referrals – Copy or Closure

Declined Referrals

When a referral has been declined by the Hospital and Health Service (HHS), the referral status will display as **Request Declined** in the active referrals list status with corresponding red text for the row.

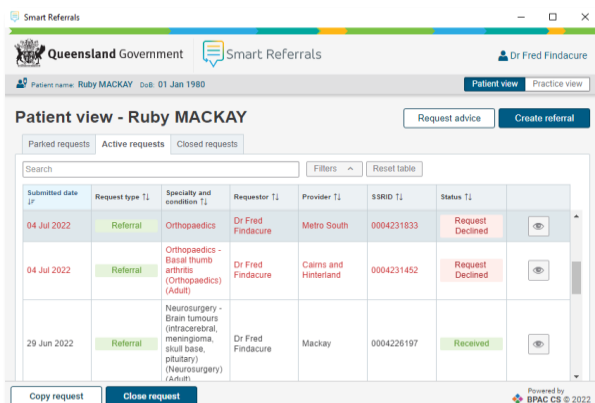


There are two (2) options following a referral being declined by the HHS:

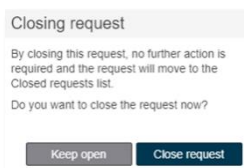
- Create a new referral utilising the information in the declined referral using the **Copy Referral** button.
- Close the referral and move it to the closed referrals list using the **Close referral** button.

Closing a Declined Referral

- Select the Declined referral from the **Active requests** list and click **Close request**.



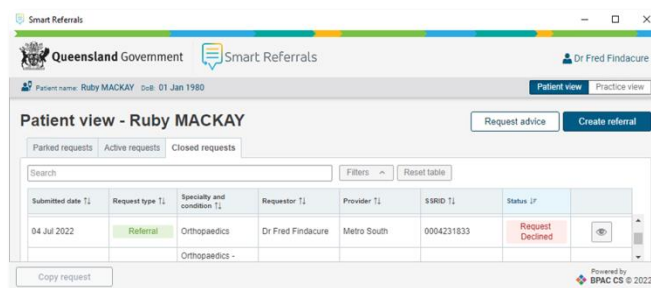
- You will be prompted with a warning notification:



- If the referral is required to remain in an open state, choose the **Keep open** button.

NOTE: Choosing the **Keep open** button will return you to the referrals list and not perform any action against the referral.

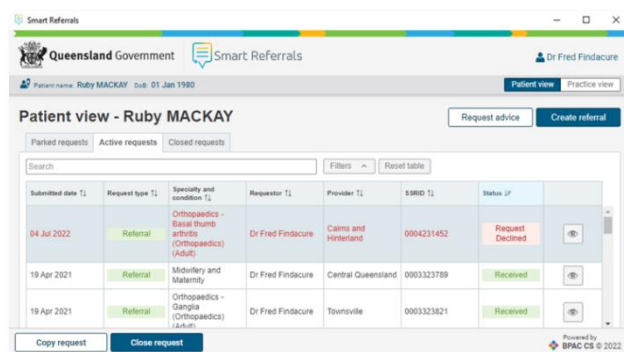
- To continue closing the referral choose the **Close referral** button.
- After selecting the **Close referral** button, the referral will move to the **Closed requests** list.



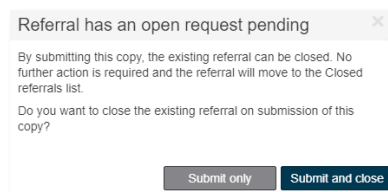
IMPORTANT: Closing the referral moves it to the **Closed requests** list. Closing a referral **does not delete the referral**.

Copying a Declined Referral

- To create a copy of a declined referral that can be submitted as a new request, select the declined referral in the **Active requests** list and click the **Copy request** button.



- When a Copy is created on a Declined referral from the Active requests lists a **Referral has an open request pending** dialog box will appear:



Submit Only Button:

- Creates a copy of the declined referral and submits the new referral.
- The original declined referral remains in the active requests list.

Submit and Close Button:

- Creates a copy of the declined referral and submits the new referral.
- Closes the original declined referral and moves it to the closed requests list.

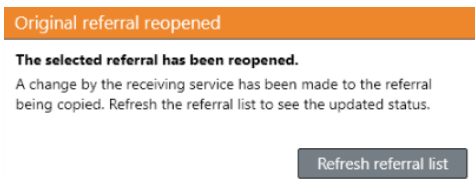


Original Referral Reopened Notification

If an update is made to the original declined referral by the HHS while the user is copying or closing, notifications will be displayed to the GP.

From List View:

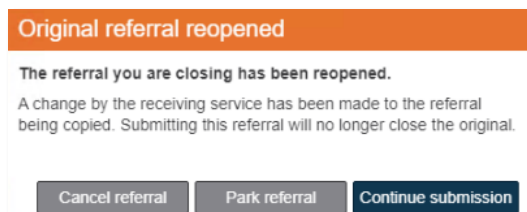
- Selecting one of the available actions checks the referral status.
- If the referral has been reopened a notification prompting the user to refresh the [List view](#) is displayed.



- After selecting the refresh referral list, the user will see the updated status of the original declined referral.

From within a copy of the original declined referral:

- A pop up will display when the original referral has been reopened by the HHS while a GP is in the process of completing a submission to close the referral.



How to get help

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

Phone Support: 1300 478 439

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