



GP Smart Referrals | Creating a New Referral

GP Smart Referrals allows GPs to submit referrals to Hospital and Health Services (HHSs) within Queensland.

Additional detailed instructions in relation to the referral creation process are available in the *GP Smart Referrals User Guide* and other *Quick Reference Guides* on the Smart Referrals website.

Creating a Referral

To create a new referral, click the [Create referral](#) button.

Referral form sections

The GP Smart Referrals form is divided into eight (8) sections. Each section has different requirements to be completed prior to submitting the referral.

- The [Request information](#) and [Request recipient](#) sections are open by default while other sections are collapsed.

NOTE: To extend or collapse a referral section, click anywhere in the dark grey heading bar of the section.

Request information section

This section provides information about the:

- [Request type](#) and [Reason for referral](#):
 - [New Referral](#) – service request for a new condition and reason for referral
 - [Update](#) – service request for submitting additional/updated information.
 - [Continuation](#) – service request to extend the validity period for an existing occasion of service.
- [Priority](#) of the referral



IMPORTANT: The referral priority should be selected based on clinical urgency as detailed by the information visible when hovering over the buttons:

Condition and Speciality

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



NOTE: CPC conditions can be differentiated by their speciality and life stage e.g., *adult vs paediatrics*.

Smart Referrals

Request Recipient section

This section displays the closest available and relevant Healthcare Service based on the patient's location in relation to the HHS catchment area. GP Smart Referrals leverages patient address information from the Practice Management System (PMS) to display services in ascending order (closest to furthest) of distance from the patient's home post code.

IMPORTANT: Services are listed in order of distance from patient address within their catchment, followed by out of catchment services.

- Services which treat the selected Condition and Specialty will display in a scrollable drop-down list.

Ear, Nose and Throat (ENT) - PRINCESS ALEXANDRA HOSPITAL - 5.9 km		
Ear, Nose and Throat (ENT)	PRINCESS ALEXANDRA HOSPITAL	5.9 km
Ear, Nose and Throat (ENT)	MATER HOSPITAL BRISBANE	7.4 km
Ear, Nose and Throat (ENT)	LOGAN HOSPITAL	15.8 km
Ear, Nose and Throat	ROYAL BRISBANE & WOMEN'S HOSPITAL	11.5 km Out of catchment
Ear, Nose and Throat	IPSWICH HOSPITAL	32.4 km Out of catchment
Ambulatory Care Centre	SUNSHINE COAST HOSPITAL	88.2 km Out of catchment

- Hover over a specialist outpatient service to be displayed the category wait times.

Referral recipient		
Service/Location		
Service/Location information		
Ear, Nose and Throat (ENT)	PRINCESS ALEXANDRA HOSPITAL	5.9 km
Ear, Nose and Throat (ENT)	MATER HOSPITAL BRISBANE	7.4 km
Ear, Nose and Throat (ENT)	LOGAN HOSPITAL	15.8 km
Ear, Nose and Throat	ROYAL BRISBANE & WOMEN'S HOSPITAL	11.5 km Out of catchment
Ear, Nose and Throat	IPSWICH HOSPITAL	32.4 km Out of catchment
Ambulatory Care Centre	SUNSHINE COAST HOSPITAL	88.2 km Out of catchment

- When selected, the Service/Location information will display information relevant for the Service including restrictions and service attributes.

Request recipient	
Service/Location	
Service/Location information	
Ear, Nose and Throat (ENT)	PRINCESS ALEXANDRA HOSPITAL - 5.9 km - Out of catchment
Ear, Nose and Throat (ENT)	MATER HOSPITAL BRISBANE - 7.4 km - Out of catchment
Ear, Nose and Throat (ENT)	LOGAN HOSPITAL - 15.8 km - Out of catchment
Ear, Nose and Throat	ROYAL BRISBANE & WOMEN'S HOSPITAL - 11.5 km - Out of catchment
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Ambulatory Care Centre	SUNSHINE COAST HOSPITAL - 88.2 km - Out of catchment

Condition Specific Clinical Information section

The content in this section will appear based on the selection of a specific condition(s) and/or specialty.

NOTE: Some conditions and/or specialties may not require specific information, therefore a generic template will appear.

- The condition specific information section features *minimum referral criteria* if a CPC Condition is selected.

- When selected, the public appointment criteria will display.
- The referrer should record essential referral information, attach pathology and test results and record imaging and reports, as clinically appropriate.

IMPORTANT: The content of the section will change based on the selected condition and/or specialty, in line with the clinical prioritisation criteria (CPC).

Investigations and Imaging section

In this section the referrer can select and attach any reports, images, or other documentation relevant to the referral.

Standard Clinical Information

This section allows the referrer to add relevant details for the referral including - Allergies/adverse reactions, medical history, Current medications and past prescriptions, Progress notes, Immunisations etc. This information auto-populates from the PMS.

Patient Information section

This information is populated from the patient file in the PMS and includes additional information for the patient including - Email and SMS consent, Alternative contact/carer details etc.

Insurance information section

This information is populated from the patient file in the PMS and includes the Medicare details and information on private health insurance (if applicable) for the patient.

Referring GPs information section

This information is populated from the PMS and is based on the active login details within the practice software.

Supporting Documentation section

The referrer can attach any additional supporting documentation if required in this section.



Smart Referrals

Form Icons



An asterisk indicates a mandatory field. The form will not submit until all mandatory fields have been completed.



NOTE: When a field is complete, the asterisk will change from red to green.



A padlock indicates a field that has been populated from the clinical software and is not editable within the form. To edit the field, update the data in the practice management software and click the refresh button.



The writeback icon indicates a field that will be written back to the clinical software. To edit the field, update the data in the clinical software and click the refresh button.



A link that directs to a location on the form.



A link that directs to an external location, opening in a new window.



The information button indicates details are available that are too large for the form body. Clicking on this opens a popover containing further details, for example patient contact information.



An info icon indicates there is helpful or important information related to the field. When hovered on, the information is displayed in a tool tip.

How to get help

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

Phone Support: 1300 478 439

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