Smart Referrals

GP Smart Referrals |Downtime Instructions

This guide is only to be used in the case of confirmed downtime / outages where technical support cannot resolve issues, and Smart Referrals is not available.

NOTE: This process for downtime will be determined by individual practice workflows.

What is not impacted?

- You will still be able to access and review the details of any previously sent requests via the correspondence / letters section of your Practice Management Software.

What is impacted?

Create / Submit a new request

- Workaround - for longer outages
  - Use available referral methods
  - (e.g. STS/ Medical Objects/Fax).

NOTE: Please refer to your local HealthPathways for information around Clinical Prioritisation Criteria, links to templates and required supporting information.

- Workaround - for shorter outages
  - You may wish to submit the referral at a later time.

Withdraw a new request

- Workaround - for longer outages
  - For more information or support please contact Help Desk Support on 1300 478 439
- Workaround - for shorter outages
  - You may wish to withdraw the referral at a later time.

Update referral information

- Workaround - for longer outages
  - Use available methods to provide any additional updated information to the referred facility (e.g. Fax / Letter / Phone call).

NOTE: Please refer to your local HealthPathways for information around Clinical Prioritisation Criteria, links to templates and required supporting information.

- Workaround - for shorter outages
  - You may wish to submit the updated referral at a later time.

View existing patient requests and statuses

- Workaround - for longer outages
  - For more information or support please contact Help Desk Support on 1300 478 439
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How to get help

Resources available on the Smart Referrals webpage.
Phone Support: 1300 478 439
Email: QH-SmartReferrals@health.qld.gov.au

Queensland Government