Our Digital Future
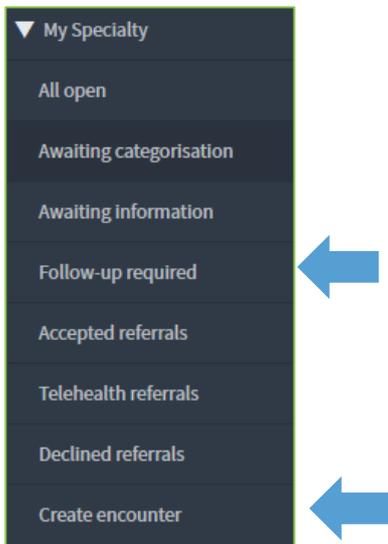IMAGINE WHAT'S POSSIBLE...
Integrated Care Digital Program

Smart Referrals Workflow Solution (eRefer)

My Specialty > Create encounter queue

This QRG outlines the purpose of the two new menu options in the My specialty section of the Navigation panel; *Follow up required* & *Create encounter*

After closure all accepted referrals are to be uploaded into the patient's ieMR. To trigger the action to upload a referral to the ieMR, the patient's FIN number from the encounter MUST be entered into the ieMR ID field.
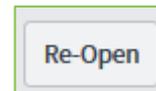
ieMR ID [   ]

Note: Instructions on completing this field are also included in the quick reference guide - *SRWS QRG finalisation*

In the previous version of the system (eRefer) this field was mandatory, however this was unable to be applied in the current version.

According to business processes this field must still be completed, and referrals where this should have occurred will display on this queue until complete. Users in the specialty must ensure the FIN number is added to this field in a timely manner to ensure referrals are uploaded to the ieMR.

1. Open a referral from the queue and click the Reopen button.

   Re-Open

2. Add the FIN number for the patient's encounter for the referral to the ieMR ID.
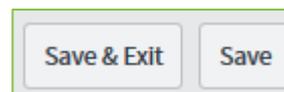
   ieMR ID 582808

3. Change the state back to *Closed*

   State Closed ▼

4. Re-select the appropriate Close code.

   Close code Accepted ▼

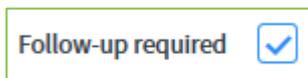5. Click Save or Save & Exit to finalise the referral.

   Save & Exit   Save

The referral will now be available to the Health Information Services team to upload to the ieMR.

My Specialty > Follow up required queue

The follow up required queue will display all referrals for the specialty where the Follow-up required check-box has been selected by a user.

Follow-up required ✓

This check-box replaces the previous system where users could force an uncategorised referral into a state of AO action to request an additional action.

The follow up required queue must be monitored and actioned on a regular basis to ensure referrals are processed within their KPI.

1. Open a referral from the queue.

2. Review any notes from the user and complete the required action.

| Referral Details | Notes | Patient Details | Closure information | R |

Notes Oct the 11th

12-07-2018 14:44:00 - Evan Macdonald   Notes
When is the patient having their USS

3. Unselect the follow up required check box when complete.

Follow-up required ☐
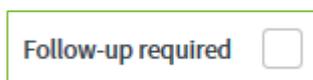
4. Click Save or Save & Exit to finalise the referral.

Save & Exit   Save
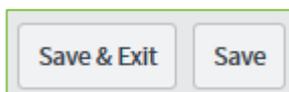
The referral will return to the relevant queue for processing.

Note: Referrals in a state of *awaiting categorisation* will continue to show as outstanding for categorisation on reports even while on the follow up required queue.

How to get help

For support contact the OPD Management team by email at LCCH.OPDManagement@health.qld.gov.au or by calling 3068 1999 (select option 3).

Application and technical support can also be accessed through the IT Support Centre 1800 198 175.