



# Smart Referrals Workflow Solution (eRefer) phase 2

Smart Referrals eRefer is an electronic referral management system that lodges and stores all referrals received by Lady Cilento Children's Hospital. Phase 2 is an enhancement that allows referrals to be delivered electronically, categorised and uploaded into the integrated electronic medical record.

## What does Smart Referrals Workflow Solution (eRefer) do?

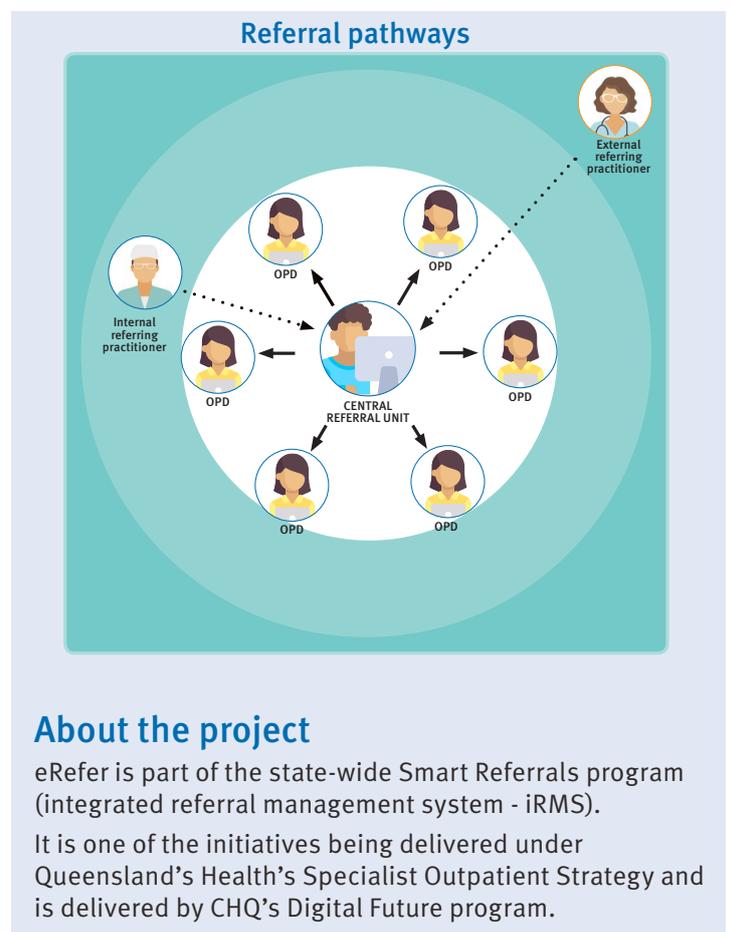
All referrals faxed or emailed to the Central Referral Unit (CRU) are automatically uploaded into the workflow solution.

The CRU reviews the referral, assigns it to a patient and speciality and forwards to the clinic for categorisation. Categorising clinicians review and categorise the referral electronically within the workflow solution.

An administration officer reviews the record and completes any related tasks such as sending correspondence and updating the waiting list in Enterprise Scheduling Management (ESM). Health Information Services electronically upload the referral into the patient's electronic medical record.

## Key features

- Paperless from receipt through to upload into the ieMR.
- Instant delivery to the clinic
- Work queues that display only referrals relevant to the user
- Real time tracking of referral until point of categorisation
- Referral and appointment history viewable within the system
- Decision support functions including appointment history, referral history, catchment area and treating age validation
- Letter, email and SMS correspondence
- The ability to refer a patient directly within the workflow solution.

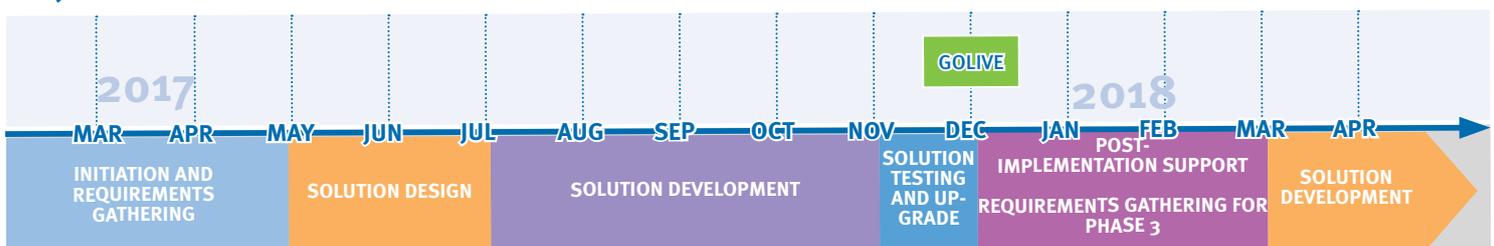


## About the project

eRefer is part of the state-wide Smart Referrals program (integrated referral management system - iRMS).

It is one of the initiatives being delivered under Queensland's Health's Specialist Outpatient Strategy and is delivered by CHQ's Digital Future program.

## Project rollout





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## Frequently Asked Questions

### When is the Smart Solutions Workflow Solution (eRefer) coming?

Phase 2 of the project will go live from Monday, 20 November with specialist outpatient departments coming on board in a staged roll-out over a four-week period.

The Central Referral Unit will continue to deliver paper referrals as usual until the specialty go-live date. After this date, outstanding referrals will be available and actioned within the Smart Referrals Workflow Solution.

The go-live schedule will be communicated in the near future.

### What areas are impacted?

All staff who register, manage, and categorise, and manage outpatient waiting lists at the Lady Cilento Children's Hospital will be impacted.

Managers, team leaders and service directors will be able to use the workflow solution to identify outstanding referral workloads.

### What's next?

The project team will liaise directly with service directors and team leaders over the coming weeks to discuss individual specialty requirements.

Demonstrations will be offered to individual teams as well as open invite demonstrations, with further announcements to come.

### How do I get help?

Quick Reference Guides are available on the CHQ Digital Futures site via: [www.childrens.health.qld.gov.au/chq/about-us/digitalfuture/](http://www.childrens.health.qld.gov.au/chq/about-us/digitalfuture/).

Or:

- phone the support line on extension 1999 - select option 3
- email [LCCH.OPDManagement@health.qld.gov.au](mailto:LCCH.OPDManagement@health.qld.gov.au)

### What's the future of Smart Solutions Workflow Solution (eRefer)?

This project is the first step towards improving patient access to public hospital services under the Specialist Outpatient Strategy announced by Cameron Dick, the Minister for Health, in 2016.

It is an electronic workflow system, a key component of a broader digital program known as Smart Referrals, that will provide a complete end-to-end electronic referral solution across Queensland Health (QH).

Referring practitioners will create electronic referrals in their practice management software or other portals, which will be instantly delivered to the correct facility for a patient's demographics, location, and referred condition. This will improve the quality of information received with each referral and limit the number of referrals declined or redirected.

The project will ensure QH is ready to receive electronic referrals, is capable of providing automatic updates, and can redirect referrals if required.

System improvements and additional features that will improve the user experience will continue to be added throughout 2018. .

### Who is running this project?

The project team are:

**Project manager** - Mark Macdonald

**Project officer** - Evan Macdonald

**Business analyst** - Will Suter

**Project support officer** - Britney Dargusch

For more information, contact the team: e: [CHQ-eRefer@health.qld.gov.au](mailto:CHQ-eRefer@health.qld.gov.au).

