



# Smart Referrals Workflow Solution (eRefer) Child and Youth Community Health Service release

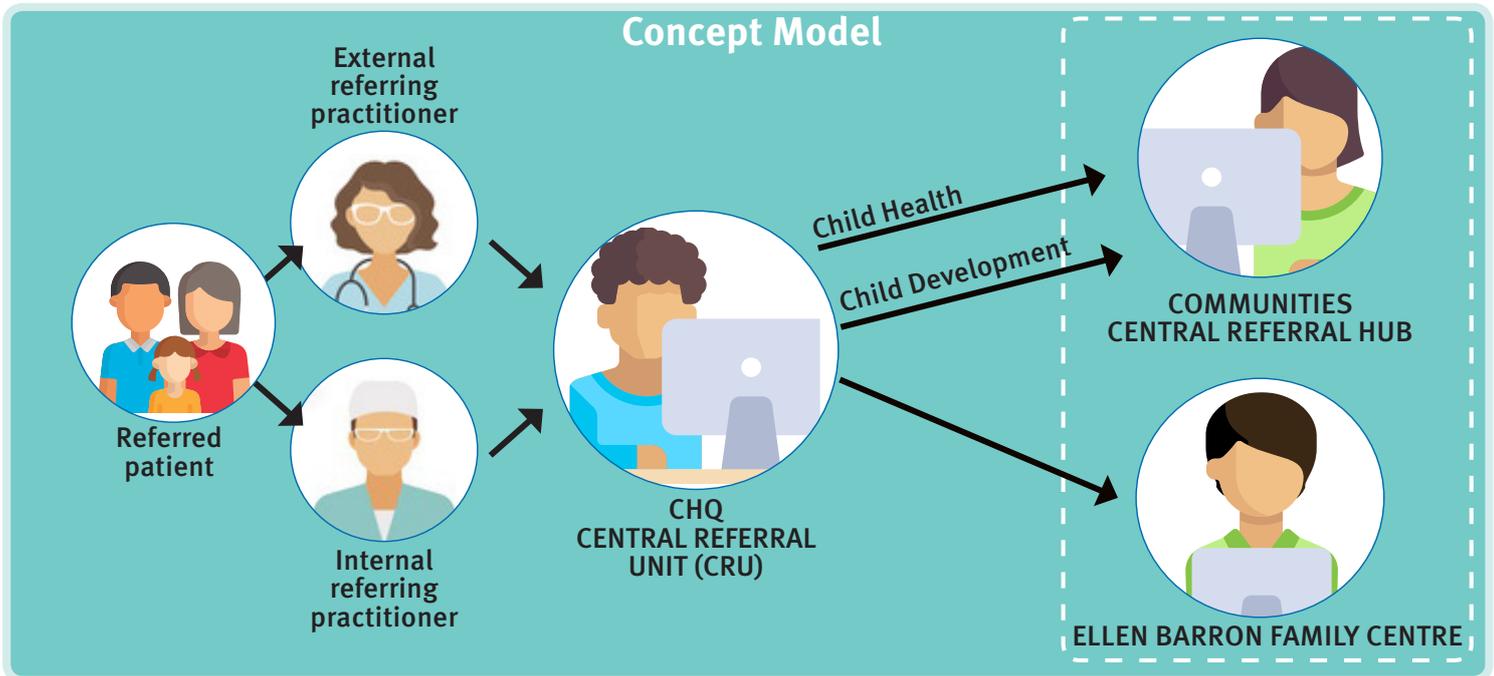


Smart Referrals Workflow Solution (eRefer) is an electronic referral management system that lodges and stores all referrals received by Children's Health Queensland. It allows referrals to be electronically delivered to the relevant service, categorised and uploaded into the integrated electronic medical record.

## What does eRefer do?

All referrals faxed or emailed to the Central Referral Unit (CRU) are automatically uploaded into Smart Referrals Workflow Solution (eRefer).

1. The CRU reviews the referral, assigns it to a patient and speciality and forwards to the service for categorisation.
2. Categorising clinicians review and categorise the referral electronically within the workflow solution.
3. 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).
4. 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 only display referrals relevant to the user.
- Real-time tracking of referrals up until the point of categorisation.
- Decision-support functions including appointment history, referral history, catchment area and treating age validation.
- Letter and SMS correspondence.

## Key benefits

- Reduced data entry and less duplication.
- Less risk of lost paper.
- Improved audit and tracking from receipt to ieMR entry and better visibility.
- Instant redirection by local units.
- Improved communication and correspondence options.
- Quicker patient access to services.



**Our Digital Future**

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Integrated Care Digital Program

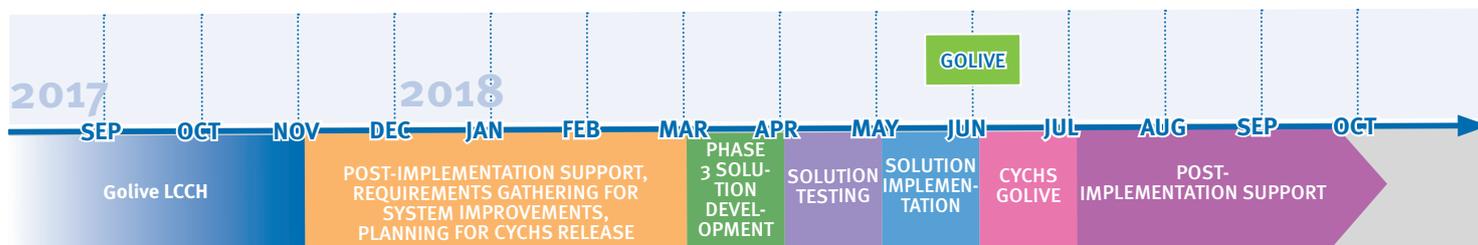
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## Frequently Asked Questions

### When is Smart Referrals Workflow Solution (eRefer) coming?

During May 2018, Smart Referrals Workflow Solution will go live for selected service teams within the Child and Youth Community Health Service (CYCHS). At that time, referrals will be routed through the Children's Health Queensland (CHQ) Central Referral Unit, which will lodge the referral and register the patient, and then forward it to the relevant service.



### What areas are impacted?

The Smart Referrals Workflow Solution (eRefer) changes will impact clinical and administration staff who manage referrals for the Child Development Program, Child Health Service and the Ellen Barron Family Centre.

### What's next?

The project team will liaise directly with each CYCHS service team to gather requirements and ensure eRefer is set up to meet their needs. Formal training will be conducted in the weeks immediately before go live.

### How do I get help?

A member of the project team will be on site during the go-live to provide teams with support and guidance using the system. Ongoing support is via phone: 3068 1999 (option 3) or email [CHQ-eRefer@health.qld.gov.au](mailto:CHQ-eRefer@health.qld.gov.au).

Quick Reference Guides and other supporting documentation can be accessed through the Digital Future icon on your desktop or via: <https://www.childrens.health.qld.gov.au/chq/about-us/digitalfuture/>.

### What's the future of 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.

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.

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

### Who is running this project?

**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).

