



Smart Referrals Workflow Solution (eRefer) Managing Duplicates

SRWS identifies possible duplicate referrals by flagging to users when a referral is received for the same patient, to the same specialty, with the same date on referral.

Flags will display during initial data entry when the Date on Referral field is completed, if the patient and specialty fields are also complete.

Date on referral

Suspected duplicate referrals

Once saved the suspected duplicate flag will move to the flags section of the referral record.

Specialty referral history Suspected duplicate

If a potential duplicate is identified the user should compare the referrals and either close the repeat record a duplicate or marking that it is not a duplicate through the following steps.

1. Save the referral if the flag was displayed during initial data entry.



2. Locate the matching referral in the referral history tab.

Specialty referral history Suspected duplicate

Referral Details Notes Patient Details **Referral History** Appointments Linked Referrals Corres

Referral History

Referral ID Date received Specialty State

QHREF0002841 08-06-2018 Orthopaedics Awaiting Categorisati

3. Open the matching referral by selecting the referral ID.

Referral Details Notes Patient Details **Referral History** Appointments Linked Referrals

Referral History

Referral ID Date received Specialty State

QHREF0002841 08-06-2018 Orthopaedics Awaiting Cate

Hint: Hold the control (ctrl) key when selecting the referral to open it in a new tab.

4. Compare the referral documents and action the newer record.

Not a duplicate:

- a. Select the Not a duplicate field

Not a duplicate

Note: If the referral is not a duplicate but is for the same condition or episode of care, the referrals could be *linked*. See the *QRG Linking referrals* for

Confirmed duplicates:

- a. Change the **State** to *Closed*.

State

- b. Select *Duplicate* as the **Close code**

Close code

5. Click **Save** to confirm the changes or **Save & Exit** to confirm and return to the 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 by calling 1800 198 175.