Our Digital Future
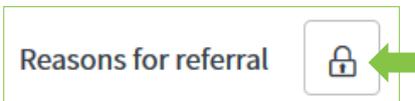IMAGINE WHAT'S POSSIBLE...

Integrated Care Digital Program

Smart Referrals Workflow Solution (eRefer)

Nurse/Clinical review

1. Select a referral from the queue by clicking on the Referral ID.

2. Review the referral and add a clinical condition for the referral if required by selecting the icon next Reason for referral.

Search for and select all the reasons for the patient's referral.

Note: Selectable options are aligned with state-wide CPC values. If necessary a value of *Other* can be selected which will display a free text field.

3. Select the outcome of a CPC review if necessary.

4. Select the Nurse reviewed check box to indicate the review is complete and to move the referral to the next queue for processing.

5. If required enter a note in the Notes field on the Notes tab

6. Click Save to confirm the changes or Save & Exit to confirm and return to the queue.

Urgent referrals

The Triage urgency can be set to *Routine* or *Priority* in the Referral details tab. Priority referrals will be at the top of most queues and will be indicated to users by a red dot on list views.

Queensland Government

Patient history

The patient's history will be available in the Referral history and Appointments tabs.

Previous referrals can be opened directly from the Referral history tab.

Additional information about the patient can be obtained by selecting The Viewer button which will open directly to the patient summary in The Viewer in a new window.

The Viewer
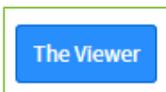
Note: Patient history will not show until the referral has been attributed to a patient and *saved* using the Save or Save & Exit buttons.

Reassign referral to another Specialty

Referrals can be re-assigned to another specialty instantly by changing the Specialty field.

Previous Specialty	Orthopaedics
	This referral has changed specialty
✳ Specialty	Ear Nose & Throat

Users will be shown the Previous Specialty whenever the Specialty has been saved.

Return referral to central hub

If required the referral can be returned to original processing area before categorisation by changing the specialty back to the central referral service.

State	Received
Specialty	Central Referral Unit

State will change to *Received.*

Note: remember to enter a note explaining why the referral has been re-assigned.

Notes	Patient details not updated in HBCIS.

If you want the referral to return before progressing to categorisation be sure not to select the Nurse reviewed box.

Attributing a referral to a patient

If required the referral can attributed to a new patient by re-entering in the new patient's URN and matching Date of birth then selecting the search icon. If the details are correct the patient details will update.

URN	1234567
DOB	01-02-2003

Awaiting information

A state of 'awaiting information' may be used to indicate a referral needs more information before categorisation.

1. Change the state to Awaiting information

State	Awaiting Information

2. Add a note in the Notes tab explaining why.

Referral Details	Notes	Patient Details	Referral History	Appointmen
Notes	Contacted GP - waiting for test results to be sent			

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.