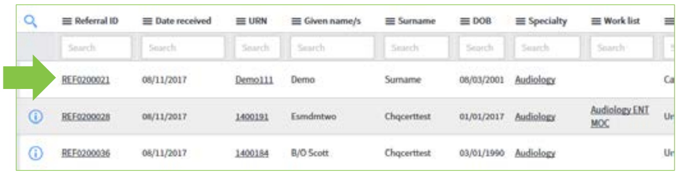
Our Digital Future
IMAGINE WHAT'S POSSIBLE...
Integrated Care Digital Program

Smart Referrals Workflow Solution (eRefer)

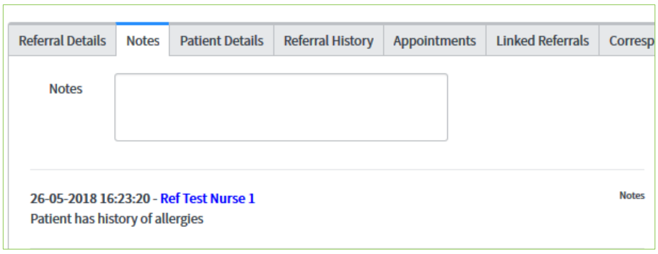
Categorisation

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



Note: Clinic list is mandatory for all accepted new referrals. It is not mandatory for *Ongoing care* referrals.

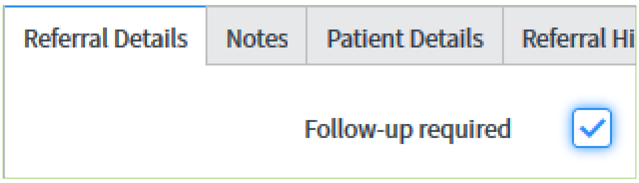
2. Review the referral, including any notes on the



Notes tab.

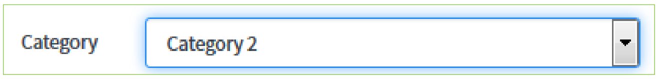
3. If you require the AOs to so something before you can categorise, tick the Follow-up required box and add notes describing what's required. If not, proceed to step 5
   The referral will appear on the AOs Follow-up required list to action.
4. When the AO has updated the notes and unticked the Follow-up required box, the referral will appear back on the Awaiting Categorisation list

Accept or decline the referral



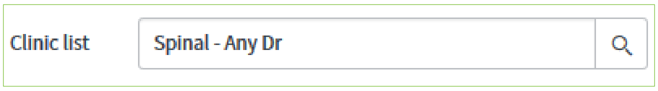
Accepted referrals

a. Select a Category

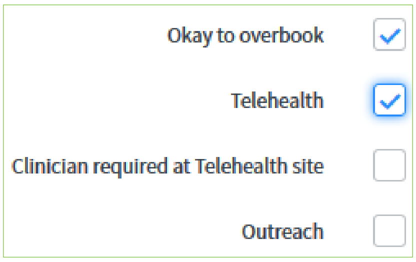


The State will change to *Accepted* and categorisation related fields will display.

b. Allocate the referral to a clinic list – this should indicate how the patient should be waitlisted or scheduled an appointment

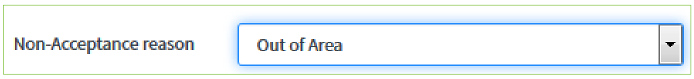


c. Select any of the check boxes as required to provide additional booking instructions to administration staff.



Declined referrals

a. Select a reason in the Non-acceptance reason field



The State will change to *Not accepted*

Note: Category and Non-acceptance reason fields cannot both be selected. One will hide when the other has a value. Reset the value to --*None*-- if the other field is required.

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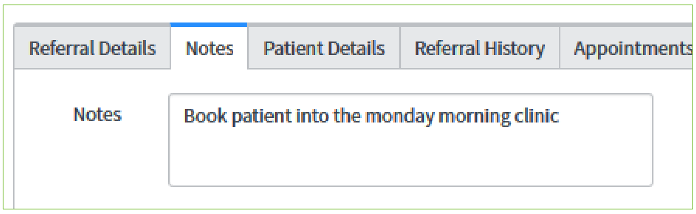
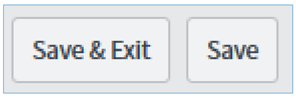
5. If required enter a note in the Notes field on the Notes tab



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

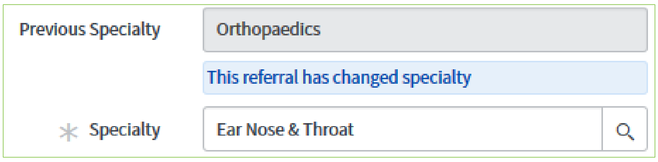


Patient history

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.

Reassign referral to another Specialty

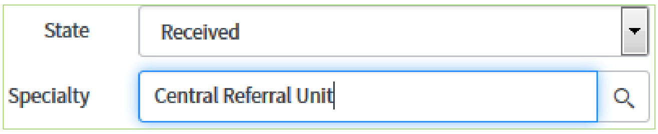
Referrals can be re-assigned to another specialty instantly by changing the Specialty field



Users will be shown the Previous Specialty whenever the Specialty has been saved. Only uncategorised should be re-assigned. If a categorised referral is re-assigned all fields related to categorisation will reset.

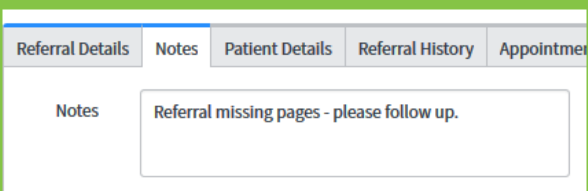
Return referral to central hub

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



State will change to *Received.*

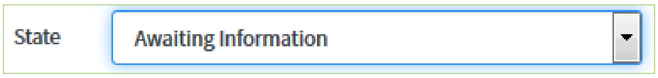
Note: remember to enter a note explaining why the referral has been re-assigned.



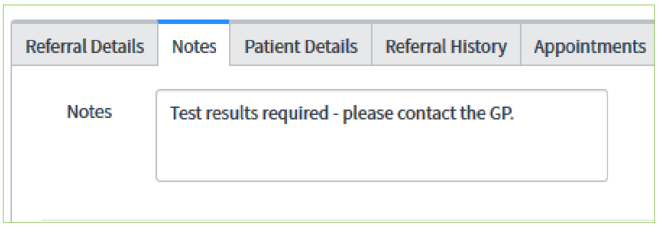
Awaiting information

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

1. Change the state to Awaiting information

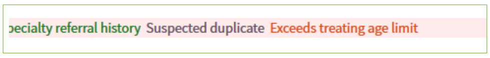


2. Add a note in the Notes tab explaining why.



Flags

The system flag certain things to users to assist with decision making.



- Outside catchment area –The patient’s permanent address is outside the nominated catchment area for the HHS or Specialty.
- Suspected duplicate referrals – where the system suspects the referral is an exact copy of another referral in the system. This should be verified by opening the matching referral and comparing the referrals.
- Exceeds treating age limit – where the patient is older than the nominated maximum eligible age for the Specialty
- Specialty referral history – patient has previous referrals to the specialty in the Workflow solution. These can be viewed and accessed from the Referral History tab.
- Specialty appointment history – patient has previous appointments with the specialty. These can view in the Appointments tab.
- Linked to QHREF###### - indicates that the referral has been linked to a previous referral as it is related to the same episode of care, such as a request for reconsideration of category. This referral can be accessed by clicking on the Referral ID in the flag. From the original referral you will be able to see all *Linked* referrals in the Linked Referrals tab

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.