



Smart Referrals Workflow Solution (eRefer)

Correspondence

1. Select a referral **Correspondence** tab on a referral.



2. Select the required correspondence in the **Generate correspondence** field and click the icon.



Created correspondence will appear as a line item in the tab.

3. Select **Preview** to open the correspondence in the viewing window.



Actions	Created	Type	Name
Preview	27/05/2018 10:58:03	Declined - Out of catchment	Declined - Out of catchment (patient)
Preview	27/05/2018 10:58:03	Declined - Out of catchment	Declined - Out of catchment (referrer)

4. Click **Print** in the viewing window to print the correspondence.



Note: SMS correspondence can be set up to send to the patient's mobile number IF consent is record in the patient's HBCIS registration. SMS will not be generated if there is no recorded consent.

Sent SMS will be available for review in the correspondence tab. SMS correspondence cannot currently be previewed (future enhancement)

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.

